Technical Proposal

Response to RFP:
Sexual Assault Evidence Kit Tracking and Reporting System (RFP NO. 2020-01)

Submitted to:

Iowa Department of Justice, Crime Victim Assistance Division
Lucas State Office Building
321 E. 12th Street
Des Moines, Iowa 50319

Submitted by:

STACS DNA Inc.
2255 St-Laurent Blvd., Suite 206
Ottawa, Ontario K1G-4K3

August 1, 2019

Table of Contents

Section 1 – Introduction

STACS DNA Inc. (STACS DNA) is pleased to present this proposal to the Iowa Department of Justice Crime Victim Assistance Division in response to Request for Proposal No. 2020-01 for a Sexual Assault Evidence Kit Tracking and Reporting System.

STACS DNA proposes its Track-Kit system, a Commercial-off-the-Shelf (COTS) platform designed specifically for Sexual Assault Evidence Kit (SAEK) tracking. Track-Kit is an end-to-end cloud-based SAEK Tracking System designed specifically for the public safety / criminal justice market.

Section 2 – Administrative Information

STACS DNA has read, understands and agrees with the information provided under this RFP **Section 2 – Administrative Information**.

Section 3 – Form and Content of Proposals

3.1 Instructions

STACS DNA has read, understands and agrees with the information provided under this RFP **Section 3.1 – Instructions**.

3.2 Transmittal letter

STACS DNA has read, understands and agrees with the information provided under this RFP **Section 3.2 – Transmittal letter**.

3.3 Technical Proposal

3.3.1 Scored technical specifications

STACS DNA complies with all the requirements under **Section 4 – Specifications**.

STACS DNA provided a detailed response to the requirements where applicable i.e. where the context required more than a “Yes” or “No”.

3.3.2 Respondent background information

3.3.2.1 Name, address, telephone number, fax number, and e-mail address:

STACS DNA Inc.
2255 St-Laurent Blvd., Suite 206
Ottawa, ON
Canada, K1G 4K3
Tel: (877) 774-7822
Fax: (613) 274-3825
Email: jocelyn.tremblay@stacsdna.com

3.3.2.2 Form of business entity:

Corporation

3.3.2.3 State of incorporation:

Province of Ontario, Canada.

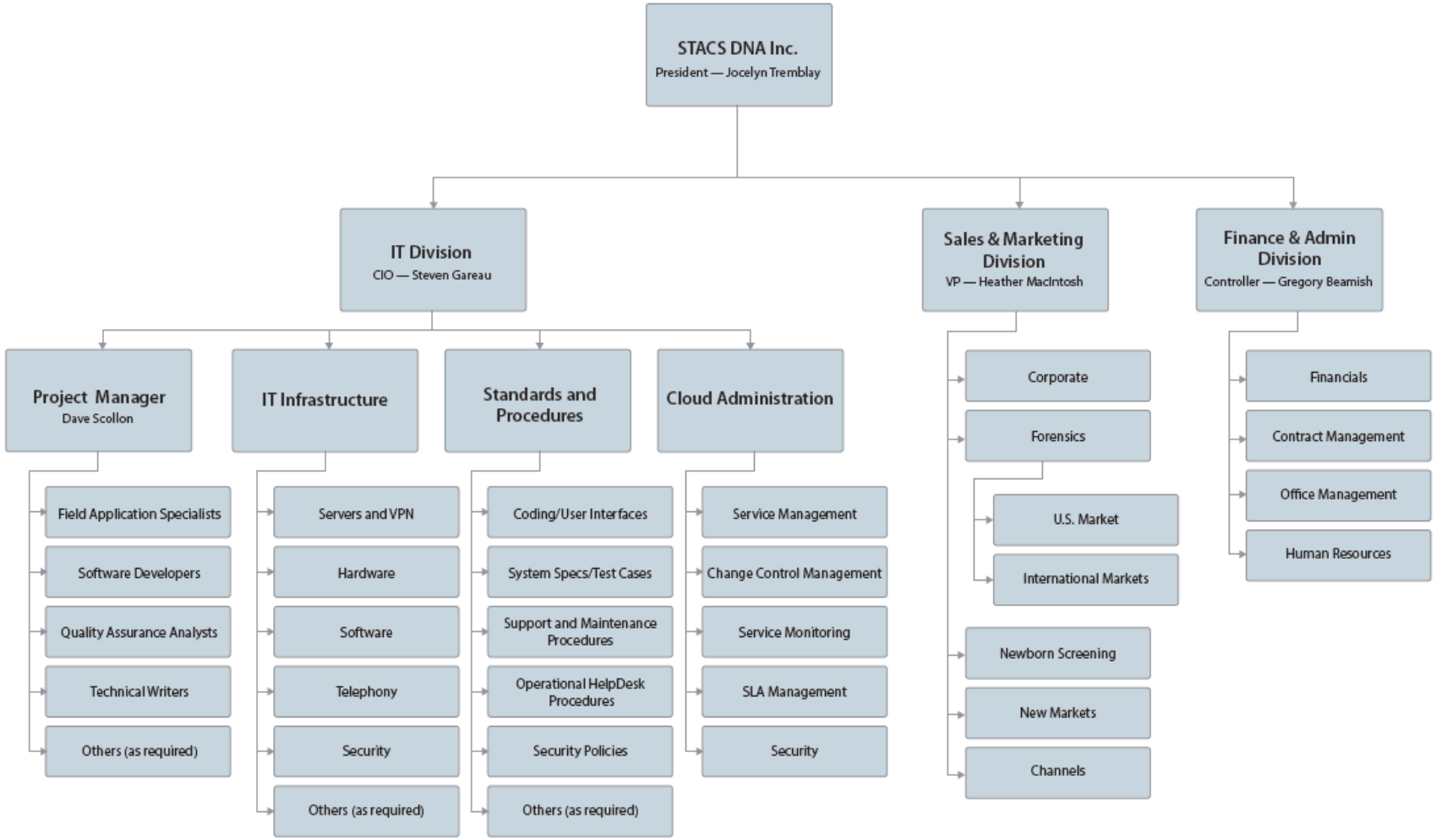
3.3.2.4 Location

2255 St-Laurent Blvd., Suite 206
Ottawa, ON
Canada, K1G 4K3
Tel: (877) 774-7822

3.3.2.5 Number of Employees

STACS DNA has 28 employees.
Figure A shows the STACS DNA organizational chart.

Figure A: STACS DNA Organizational Chart



3.3.2.6 Type of business

Information Technology Professional Services.

3.3.2.7 Name, address, telephone number, and e-mail address of the Respondent's representative to contact (Contractual and Technical matters)

Primary contact: Jocelyn Tremblay
2255 St-Laurent Blvd., Suite 206
Ottawa, ON
Canada, K1G 4K3
Tel: (877) 774-7822 x2000
Email: jocelyn.tremblay@stacsdna.com

Secondary contact: Steven Gareau
2255 St-Laurent Blvd., Suite 206
Ottawa, ON
Canada, K1G 4K3
Tel: (877) 774-7822 x2008
Email: steven.gareau@stacsdna.com

3.3.2.8 Name, address, telephone number, and e-mail address of the Respondent's representative to contact (Scheduling matters)

David Scollon
2255 St-Laurent Blvd., Suite 206
Ottawa, ON
Canada, K1G 4K3
Tel: (877) 774-7822 x2025
Email: david.scollon@stacsdna.com

3.3.2.9 Iowa business registration

Agreed and understood.

3.3.2.10 The number of lawyers, technology, and other support staff

Lawyers: None. STACS DNA works with Norton Rose Fulbright for all legal matters.
Technology staff: 24
Support staff: 4

3.3.2.11 Subcontractors

1. AnswerNet

AnswerNet, a subcontractor to STACS DNA, provides after hours technical support (8:00PM to 8:00AM ET).

Subcontractor Information:

AnswerNet Corporate Office
3930 Commerce Ave.
Willow Grove, PA 19090
(800) 411-5777
https://answernet.com/

Subcontractor Experience:

AnswerNet is a full service provider of inbound, outbound, automated and business process outsourcing (BPO) call center services based in the State of Pennsylvania and is made up of a constellation of over 25+ contact centers throughout the United States.

AnswerNet has six dedicated call centers that specialize in providing outbound service solutions. This gives AnswerNet an unparalleled ability to quickly alter capacity to meet STACS DNA's needs, precisely matching support agents to volume, and making STACS DNA's operations extremely efficient.

AnswerNet processes tens of millions of contacts every year for a huge client base. AnswerNet's award-winning approach has been recognized many times, including in Inc. Magazine's annual "Inc. 500 List of Fastest Growing Private Companies," Customer Interaction Solutions Magazine's "Top 50 Teleservices Agencies" and SmartCEO Magazine's "List of Best Run Companies."

2. STACS DNA Corp.

STACS DNA Corp. is a wholly owned subsidiary of STACS DNA Inc.

Subcontractor Information:

STACS DNA Corp.
200 Continental Drive
Suite 401
Newark, Delaware 19713

No specific services will be performed by STACS DNA Corp. other than providing subscription access for STACS DNA Inc. to the Microsoft Azure Government Cloud or the AWS Government Cloud.

3.3.3 Experience

3.3.3.1 Years in business:

STACS DNA was launched 19 years ago as a Business Unit (Division) of Anjura Technology Corp. In 2005, STACS DNA Inc. was officially launched as an independent corporation.

3.3.3.2 Years in the industry of the bid:

STACS DNA has been involved in statewide SAEK tracking software and related services for four and half years.

3.3.3.3 Level of technical experience providing the types of goods sought by this RFP:

STACS DNA specializes in forensics sample tracking for timeliness, transparency and accountability. Our software technologies track samples both inside-your-lab and across-your-jurisdiction. We have been working with the forensics community since 2000.

STACS DNA is uniquely qualified and has the experience and expertise with its current version of Track-Kit and corresponding suite of services to deliver, with trust and confidence, exactly what CVAD expects.

STACS DNA possesses the following critical characteristics:

1. **COTS**: In order to minimize the risks and challenges associated with the deployment of a statewide multi-agency system, prime consideration should be given to the selection and implementation of a proven and market supported SAEK tracking COTS software product as opposed to a custom-developed system or software based on a product that was developed for another jurisdiction or industry.
2. **Experience**: STACS DNA has successfully implemented Track-Kit in the states of Washington, Arizona, Michigan, Michigan and Texas. The state of Massachusetts recently selected Track-Kit using a competitive selection process for statewide tracking of sexual assault kits and is currently in the definition stage of the project. In addition to our SAEK tracking system experience, we have successfully executed in excess of 125 software customization projects in the forensic community since 2000.
3. **Skill set**: STACS DNA employs both IT and scientific personnel. Our IT staff covers all software engineering disciplines and includes project managers, software engineers, field application specialists, technical writers, infrastructure engineers and trainers covering the full software application development lifecycle. Our scientific personnel are seasoned scientists with combined experience of more than 40 years in forensic DNA. This includes a detailed understanding of SAEK processing. Our personnel can provide to CVAD in-depth knowledge of the needs of the community and our software technologies and services to address them.
4. **Subject matter expertise**: STACS DNA has sought the advice and input of the Justice, Public Safety and Healthcare communities to develop Track-Kit, investing more than four years working with all stakeholders involved in the processing, investigating and assisting of sexual assault cases. We demonstrated Track-Kit to more than 35 agencies in the past 4 years and gained a solid understanding of their unique requirements.
5. **Lessons learned**: The experience gained in the performance of comparable engagements exposed Team STACS DNA to unanticipated requirements and scenarios that called for agility and adaptability throughout project execution. All lessons learned as part of our previous Track-Kit projects are invariably brought to bear and contribute

to the overall risk mitigation strategy. CVAD can trust that lessons learned from other jurisdictions will be shared with the client and will benefit the integrated (CVAD and STACS DNA) project team.

6. **Service**: STACS DNA has served the community for 19 years. Our clients give our services the highest satisfaction ratings. We have successfully provided continuous support and training to forensic DNA laboratories (from large Federal agencies to small police departments) and our current Track-Kit clients. We are confident that we will provide the same high level of service to CVAD through all aspects of this project and for many years to come.

No other software vendor has this combination of skills, knowledge, satisfied Justice and Public Safety clients and existing products, services and programs ready to go to meet and exceed CVAD's needs for a SAEK tracking system.

STACS DNA offers CVAD a secure, proven and low risk process for the implementation of a SAEK tracking system. This proposal provides a detailed response, with the step-by-step procedures we will take to successfully implement your technical, system, administrative and legislative requirements. We also provide a highly detailed plan for deployment, training and support. We provide references of previous successful implementations that are for all intents and purpose identical in size and in scope.

The RFP provides a precise plan for CVAD's vision of a SAEK tracking system. With virtually all of the RFP requirements already attained in Track-Kit out-of-the-box, we know we can meet and exceed CVAD's incremental requirements and meet the deadlines of the system implementation plan.

Management Team:

STACS DNA has assembled a management team and a technical team of highly skilled and motivated resources that possess vast experience in providing SAEK tracking systems to state-level organizations. These team members have collaborated on multiple Track-Kit projects in the past and have developed strong working relationships. Their experience delivering customer-focused solutions will help ensure that the Track-Kit implementation runs smoothly and effectively.

The management team (Key Personnel) is comprised of:

- Steven Gareau - Project Director
- David Scollon - Project Manager
- Kyle Kipp - Field Application Specialist (FAS) Lead
- Olivier Diguer - Software Development Lead

For a description of the management team, please see *Appendix A – Key Project Personnel and Experience***.**

Project Organization Chart and Roles and Responsibilities Matrix:

STACS DNA has a group of individuals who will be committed to and will form the base team for the execution of this project. Additional employees will be added as required.

STACS DNA places project management foremost as the key element of success for the implementation of Track-Kit and the establishment of our business relationship with CVAD. It is our experience that many Information Technology projects fail for no other reason than poor communications amongst project stakeholders. It is our highest priority to ensure that the project starts well with an active dialogue.

STACS DNA's senior management will monitor and be involved in this project.

Figure B shows the Project Team organizational chart with our team's reporting structure.

Table A and **Table B** show the roles required for this project by STACS DNA and CVAD respectively.

Figure B: STACS DNA Project Team

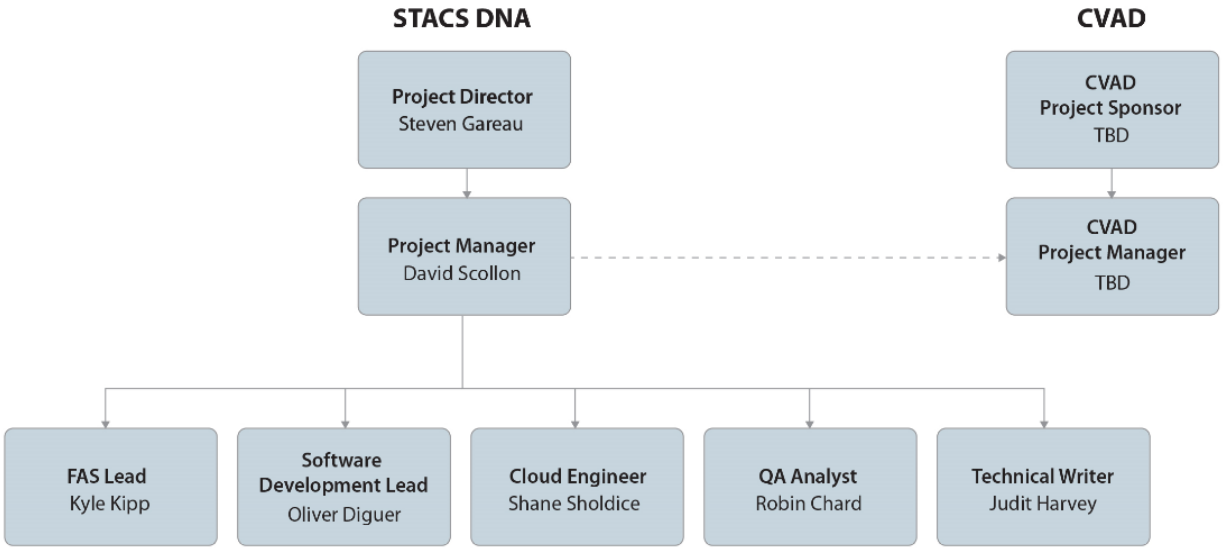


Table A: STACS DNA's Roles

Role	Description of responsibilities
Project Director	Steven will strategically oversee, monitor and manage the project from an executive level and will be STACS DNA's final authority for the project.
Project Manager	David will interact with the designated personnel from CVAD and will coordinate all of the activities of our personnel assigned to the project including creating all the schedules and project management reports that will be required by CVAD.

Field Application Specialist (FAS) Lead	Kyle will work with the client to conduct knowledge transfer and joint application design sessions. He will also devise the system specifications, and perform system testing, user acceptance testing, and end user training. Once the implementation process is underway, he will provide guidance for system setup and configuration, establishing training schedules and coordinating statewide rollout with the client.
Software Development Lead	Olivier will lead the development team on this project and will contribute to the creation and execution of the project plan. He will actively participate in the joint application design (JAD) session, oversee and participate in the technical design and software development process.
Software Developer	Gabriel will design and develop new software features or customize the existing software based on the requirements defined in the detailed system specifications as developed by the FAS. He will also perform unit testing, integration and volume testing prior to releasing software enhancements to Quality Assurance for validation. He will also provide assistance and support to the Quality Assurance Analyst and the Technical Writer as required.
Quality Assurance Analyst	Robin will generate the test plans and test cases based on the baseline system requirements, and perform all system tests based on the test cases. She will address the full spectrum of testing activities (e.g. unit testing, system testing and regression testing) including quality assurance of all user and system documentation.
Technical Writer	Judith will create / update all user and system documentation in accordance with the baseline system requirements.
Cloud Engineer	Shane will provision the required environments in the Microsoft Azure Government Cloud or AWS Government Cloud, including the operation of the Track-Kit platform, required maintenance, perform upgrades and performance monitoring.

Table B: CVAD's Roles

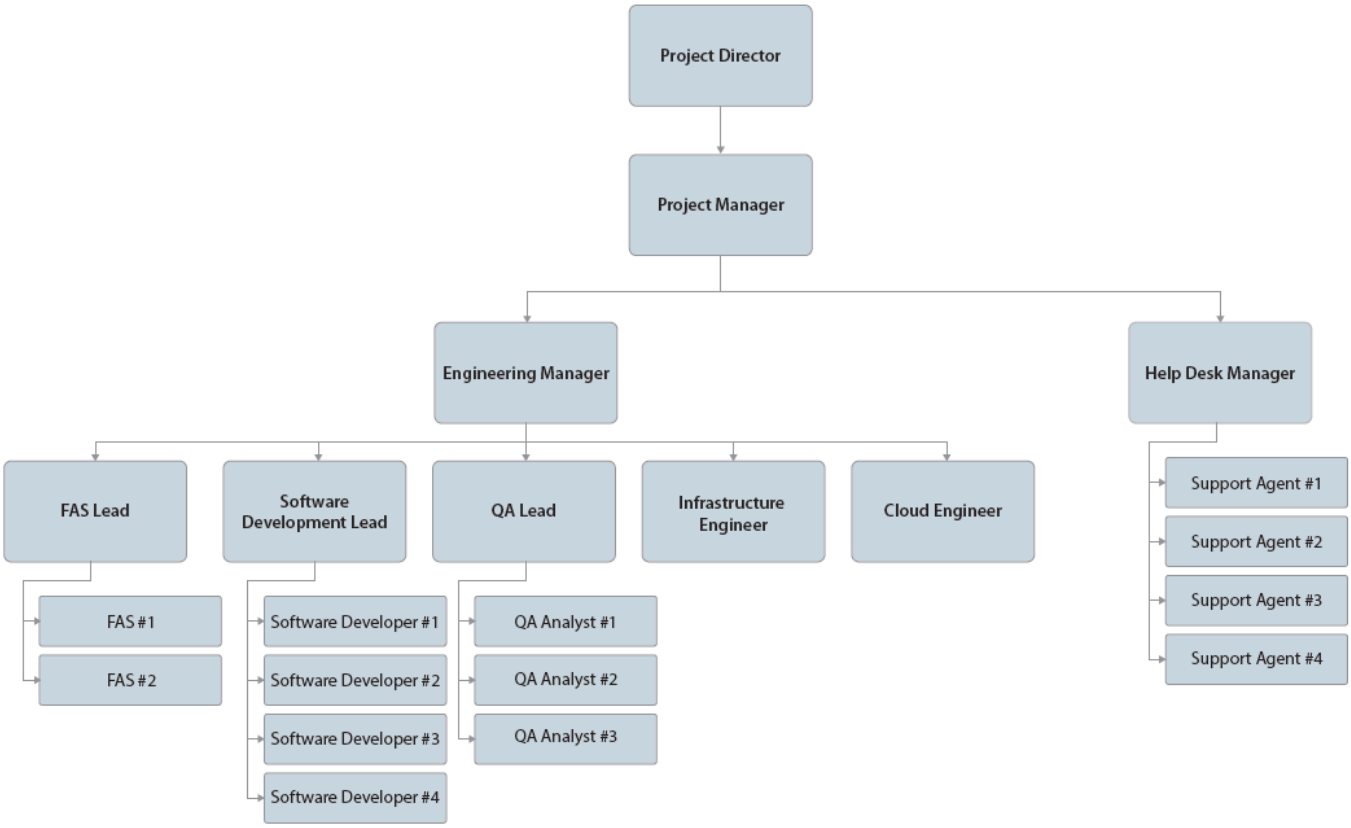
Role	Description of responsibilities
Project Sponsor	The CVAD project sponsor (or equivalent) will oversee the SAEK tracking system project at the executive level and will play a key leadership role in providing support to the assigned CVAD Project Manager and ensure continued support from all project stakeholders.
Project Manager	The CVAD Project Manager will serve as the primary contact with regard to implementation services and will have the authority to act on behalf of the client in approving project deliverables and day-to-day project activities.

Stakeholder groups representatives (Subject Matter Experts)	STACS DNA expects Subject Matter Experts (SMEs) to be sporadically involved when required throughout project execution. Those SMEs would be representatives from the various stakeholder groups. As required, the SMEs would be involved in the planning phase via "Community Engagement" sessions which will provide an opportunity for key stakeholders from each user group (SANEs/Medical Facilities, Law Enforcement, Labs, Prosecutors, and Victim Advocates) to get an early look at the Track-Kit application. By seeing the application at this stage, SMEs will have the opportunity to make suggestions for improving the software and/or identify any potential major roadblocks in the workflow. SMEs would also typically be involved in the early stages of the rollout of the system.

Customer Support and Maintenance Staffing:

The organizational chart in **Figure C** shows STACS DNA's key staff for providing customer support and maintenance of the system after implementation.

Figure C: STACS DNA Support and Maintenance Organization



3.3.3.4 Description of goods and services delivered and sought by this RFP:

As mentioned above, STACS DNA has successfully implemented its SAEK tracking system (Track-Kit) in five states in the last two years. Those states are: Washington, Michigan, Arizona, Nevada, and Texas[1].

We are currently in the process of implementing Track-Kit in the state of Massachusetts which recently selected (competitive selection process) our system for statewide tracking of sexual assault kits. The contract was executed and the project was launched on July 22, 2019.

We have provided below the requested information pertaining to the goods and services we have provided to those six states.

[1] Track-Kit is currently being piloted (in production mode) in the state of Texas. The statewide rollout is schedule to be completed in September 2019.

Project #1:	**Washington State Patrol (WSP)**
Project title	Sexual Assault Evidence Kit Tracking and Reporting System
Project role	Prime contractor
Start and end date of service	Start date: July 12, 2017 End date: July 11, 2022
Contract value	Contract value is $771,922.45 as follows: • Implementation services: $121,922.47 (one-time fee) • SaaS subscription fees including 1) Track-Kit software licensing, 2) Cloud hosting, monitoring and administration, 3) Level 2 and Level 3 help desk support to WSP's Policy Center personnel Monday through Friday from 8:00AM to 5:00PM local time, and 4) Track-Kit software support and maintenance: ○ $15,833.33 per month for months 1-6: $94,999.98 ○ $13,750.00 per month for months 7-18: $165,000.00 ○ $15,416.67 per month for months 19-30: $185,000.04 ○ $17,083.33 per month for months 31-42: $204,999.96
General description of the scope of work	The work that STACS DNA performed and the SAEK tracking system (Track-Kit) that we delivered to the Washington State Patrol was to fulfill the Washington State Second Substitute House Bill 2530 mandating the tracking of all sexual assault kits (SAEKs) from collection through processing. The purpose of the system is to track all SAEKs in Washington State, regardless of when they were collected to 1) further empower survivors with information, 2) assist law enforcement with investigations and crime prevention, and 3) create transparency and foster public trust. The nature of the requirements contemplated by CVAD is for all intents and purposes identical to the system and suite of services that we delivered to the WSP. Note that the WSP releases project status information on their SAEK tracking initiative to the general public here: http://wastatepatrol.net/SAK/ At the end of October 2018, the WSP announced full roll-out of the system: http://www.wsp.wa.gov/wp-content/uploads/2018/10/103018_Sexual-Assault-Kit-Tracking-System-In-Place.pdf

	STACS DNA provided live webinar-based training sessions to all stakeholder end-users statewide as part of the initial phased-in roll-out of the system and refresher webinar-based training sessions for subsequent years. STACS DNA provides phone and online ticketing technical support to WSP personnel (Policy Center) Monday through Friday from 8:00AM to 5:00PM local time.
Whether the goods and/or services were provided timely and within budget	The project was completed within budget and as per the client's timeline.
Contact information for the client's project manager including address, telephone number, and email address	Robert Marlatt Application Development and Support Section Manager Information Technology Division, Washington State Patrol 106 11th Ave, Suite 3200 Olympia, WA 98501 Phone: 360-596-4905 Email: robert.marlatt@wsp.wa.gov

Project #2:	**Michigan State Police (MSP) in cooperation with the Michigan Domestic and Sexual Violence Prevention and Treatment Board, DHHS Division of Victim Services**
Project title	Sexual Assault Evidence Kit Tracking and Reporting System
Project role	Prime contractor
Start and end date of service	Start date: January 22, 2018 End date: January 21, 2023
Contract value	Contract value is $3,576,700.80 as follows: • Implementation services: $73,341.00 (one-time fee) • SaaS subscription fees including 1) Track-Kit software licensing, 2) Cloud hosting, monitoring and administration, 3) Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide 24 hours a day, 7 days a week (24/7/365), and 4) Track-Kit software support and maintenance: ○ $56,100.00 per month for months 1-12: $673,200.00 ○ $57,222.00 per month for months 13-24: $686,664.00 ○ $58,366.44 per month for months 25-36: $700,397.28 ○ $59,533.77 per month for months 37-48: $714,405.24 ○ $60,724.44 per month for months 49-60: $728,693.28
General description of the scope of work	The work that STACS DNA performed and the SAEK tracking system (Track-Kit) that we delivered to the Michigan State Police was driven by Sexual Assault Evidence Kit Tracking and Reporting Act, MCL 752.962 which requires timely transfer of collected kits from the hospital to the law enforcement agency (LEA), from the LEA to the laboratory, and for a specific (90 day) turnaround time from the laboratory. This included the requirement for tracking the location and the status of every SAEK across all stakeholders (medical facilities, law enforcement, prosecutors and DNA laboratories) involved in the process and providing survivors with the ability to ascertain the status/location of their SAEK at any time in the process using a secure login. The nature of the requirements contemplated by CVAD is for all intents and purposes identical to the system and suite of services that we delivered to the MSP.

	The MSP assigned one resource to manage policy-related questions regarding the usage of the system. The Michigan State Police requested and STACS DNA is providing a full turnkey suite of post-implementation services to the state including: • Live webinar-based training sessions to all stakeholder end-users statewide as part of the initial phased-in roll-out of the system and refresher webinar-based training sessions for subsequent years. • Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder end-users (including survivors) statewide 24 hours a day, 7 days a week (24/7/365)
Whether the goods and/or services were provided timely and within budget	The project was completed within budget and as per the client's timeline.
Contact information for the client's project manager including address, telephone number, and email address	Jeffrey Nye Assistant Director, Forensic Science Division Michigan State Police 7320 N. Canal Rd. Lansing, MI 48913 Phone (primary): 517-719-4460 Phone (secondary): 517-322-6135 Email: nyeJ1@michigan.gov Lore A. Rogers, J.D. Staff Attorney Michigan Domestic and Sexual Violence Prevention and Treatment Board Grand Tower, Suite 1108 P.O. Box 30037 Lansing, Michigan 48909-7537 Phone: 734-341-2176 Email: rogerl4@michigan.gov

Project #3:	**Arizona Department of Public Safety**
Project title	Sexual Assault Evidence Kit Tracking and Reporting System
Project role	Prime contractor
Start and end date of service	Start date (contract award): June 22, 2017 Start date (actual project start date): February 5, 2018 End date: June 21, 2022
Contract value	Contract value is $1,592,435.04 as follows: • Implementation services: $0 (the one-time implementation services fee was embedded in the SaaS fee for Year 1) • SaaS subscription fees including 1) Track-Kit software licensing, 2) Cloud hosting, monitoring and administration, 3) Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide Monday through Friday from 8:00AM to 5:00PM local time, and 4) Track-Kit software support and maintenance: ○ $25,500.00 per month for months 1-12: $306,000.00 ○ $26,010.00 per month for months 13-24: $312,120.00 ○ $26,530.17 per month for months 25-36: $318,362.04 ○ $27,060.75 per month for months 37-48: $324,729.00 ○ $27,602.00 per month for months 49-60: $331,224.00
General description of the scope of work	The work that STACS DNA performed and the SAEK tracking system (Track-Kit) that we delivered to the AZ DPS was driven by Governor Douglas A. Ducey's Executive Order 2016-02 requiring the establishment of a task force that was charged with 1) documenting the location of all untested sexual assault kits in Arizona, 2) providing legislative recommendations to ensure every kit is tested in a timely manner, 3) developing statewide protocols, and 4) recommending a statewide tracking system for sexual assault kits. The nature of the requirements contemplated by CVAD is for all intents and purposes identical to the system and suite of services that we delivered to the AZ DPS. The AZ DPS assigned one resource to manage policy-related questions regarding the usage of the system.

	The AZ DPS requested and STACS DNA is providing a full turnkey suite of post-implementation services to the state including: • Live webinar-based training sessions to all stakeholder end-users statewide as part of the initial phased-in rollout of the system and refresher webinar-based training sessions for subsequent years. • Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide Monday through Friday from 8:00AM to 5:00PM local time.
Whether the goods and/or services were provided timely and within budget	The project was completed within budget and as per the client's timeline.
Contact information for the client's project manager including address, telephone number, and email address	Scott Snarrenberg Associate Forensic Scientist, Arizona DPS Central Regional Crime Lab 2102 W. Encanto Blvd. Phoenix, AZ Phone: 602-223-2861 Email: jsnarrenberg@azdps.gov

Project #4:	**Texas Department of Public Safety (Texas DPS)**
Project title	Sexual Assault Evidence Kit Tracking and Reporting System
Project role	Prime contractor
Start and end date of service	Start date: August 30, 2018 End date: August 31, 2022
Contract value	Contract value is $2,395,234.20 as follows: • Implementation services: $119,380.00 (one-time fee) • SaaS subscription fees including 1) Track-Kit software licensing, 2) Cloud hosting, monitoring and administration, 3) Multi-Channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide Monday through Friday from 8:00AM to 5:00PM local time, and 4) Track-Kit software support and maintenance: ○ $46,708.33 per month for months 1-12: $560,500.00 ○ $46,708.33 per month for months 13-24: $560,500.00 ○ $47,642.50 per month for months 25-36: $571,710.00 ○ $48,595.35 per month for months 37-48: $583,144.20
General description of the scope of work	The work that STACS DNA performed and the SAEK tracking system (Track-Kit) that we delivered to the Texas Department of Public Safety is driven by the 85th Texas Legislature (2017) HB 281, which requires the establishment of a statewide electronic tracking system for evidence of a sexual assault. As prescribed by legislation and the Texas DPS project team, the SAEK tracking system tracks the location and status of each sexual assault kit through the criminal justice process, including the initial collection of the item through to its destruction after analysis. Tracking information is provided and accessed by users such as medical professionals, law enforcement agencies, prosecutors, crime laboratories, and survivors across the state. Users are able to access the SAEK tracking system from both standard workstations and mobile devices and have the ability to check the status and location of kits related to an offense and receive updates to status information.

	The nature of the requirements contemplated by CVAD is for all intents and purposes identical to the system and suite of services that we delivered to the Texas DPS. The Texas DPS requested and STACS DNA is providing a full turnkey suite of post-implementation services to the state including: • Live webinar-based training sessions to all stakeholder end-users statewide as part of the initial phased-in roll-out of the system and refresher webinar-based training sessions for subsequent years. • Multi-Channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide Monday through Friday from 8:00AM to 5:00PM local time.
Whether the goods and/or services were provided timely and within budget	The project was completed within budget and as per the client's timeline.
Contact information for the client's project manager including address, telephone number, and email address	Dennis Loockerman, Ph.D. Assistant Laboratory Director, Admin and Finance Texas Department of Public Safety 5805 N Lamar Blvd, MSC 0460 Austin TX 78765-4143 Phone: 512-424-7672 Email: dennis.loockerman@dps.texas.gov Rebecca Vieh SAE Program Specialist Crime Laboratory Service 5805 N Lamar Blvd, MSC 0460 Austin TX 78765-4143 Phone: 512-424-7984 Email: rebecca.vieh@dps.texas.gov

Project #5:	**Nevada Office of the Attorney General**
Project title	Sexual Assault Evidence Kit Tracking and Reporting System
Project role	Prime contractor
Start and end date of service	Start date: November 13, 2018 End date: November 30, 2021
Contract value	Contract value is $495,401.23 as follows: • Implementation services: $51,643.23 (one-time fee) • SaaS Subscription fees including 1) Track-Kit software licensing, 2) Cloud hosting, monitoring and administration, 3) Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide Monday through Friday from 8:00AM to 5:00PM local time, and 4) Track-Kit software support and maintenance: o $12,083.33 per month for months 1-12: $145,000.00 o $12,325.00 per month for months 13-24: $147,900.00 o $12,571.50 per month for months 25-36: $150,858.00
General description of the scope of work	The work that STACS DNA performed and the SAEK tracking system (Track-Kit) that we delivered to the Attorney General's Office was driven by the requirement for tracking Sexual Assault Kits (SAEK) within the State of Nevada and the requirements of Nevada's National Institute of Justice Sexual Assault Forensic Evidence-Inventory, Tracking and Reporting (SAFE-ITR) grant to improve the tracking of SAEKs. In addition to the above requirements, Assembly Bill 97 of the 2017 Nevada Legislative Session mandates improvements to the SAEK tracking process statewide. The nature of the requirements contemplated by CVAD is for all intents and purposes identical to the system and suite of services that we delivered to the Nevada Office of the Attorney General. The Nevada Office of the Attorney General requested and STACS DNA is providing a full turnkey suite of post-implementation services to the state including: • Live webinar-based training sessions to all stakeholder end-users statewide as part of the initial phased-in rollout of the system and refresher webinar-based training sessions for subsequent years.

	• Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide Monday through Friday from 8:00AM to 5:00PM local time.
Whether the goods and/or services were provided timely and within budget	The project was completed within budget and as per the client's timeline.
Contact information for the client's project manager including address, telephone number, and email address	Lisa Bausell (Lisa B) SAFE-ITR Project Manager Nevada Office of the Attorney General 100 North Carson Street Carson City, NV 89701 Phone: 605-517-2585 Email: lbausell@ag.nv.gov

Project #6:	**The Commonwealth of Massachusetts - Executive Office of Public Safety and Security (EOPSS)**
Project title	Sexual Assault Evidence Kit Tracking and Reporting System
Project role	Prime contractor
Start and end date of service	Start date: July 22, 2019 End date: July 22, 2024
Contract value	Contract value is $970,390.48 as follows: • Implementation services: $28,079.50 (one-time fee) • SaaS Subscription fees including 1) Track-Kit software licensing, 2) Cloud hosting, monitoring and administration, 3) Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide 24 hours a day by 365 days a year, and 4) Track-Kit software support and maintenance: ○ $12,535.72 per month for 9 months: $112,821.48 ○ $16,771.15 per month for Year 2: $201,253.85 ○ $17,106.58 per month for Year 3: $205,278.92 ○ $17,448.71 per month for Year 4: $209,384.50 ○ $17,797.68 per month for Year 5: $213,572.19
General description of the scope of work	Chapter 69 of the Acts of 2018, "An act relative to criminal justice reform," requires that EOPSS, a Cabinet-level agency within the Commonwealth's Executive Branch of government that oversees twelve (12) state agencies, including the Massachusetts State Police (MSP) and the Massachusetts State Police Crime Laboratory (MSP Crime Lab), establish and maintain a statewide sexual assault evidence collection kit tracking system. The work that STACS DNA currently performs and the SAEK tracking system (Track-Kit) that we will deliver to EOPSS is driven by the above legislation: the requirement for electronically tracking the status of Sexual Assault Evidence Collection Kits (SAEKs or kits) and Pediatric Sexual Assault Evidence Collection Kits (PEDI kits) from the point of ordering a kit through laboratory processing. In addition, STACS DNA currently provides (or will shortly provide) all related statewide implementation and support services including: 1) Project Management; 2) Installation; 3) Configuration and Customization; 4) Testing; 5) End-User Training; 6) Documentation; and 7) Ongoing Support and Maintenance.

	The nature of the requirements contemplated by CVAD is for all intents and purposes identical to the system and suite of services that we are delivering to EOPSS. EOPSS requested that STACS DNA provides a full turnkey suite of post-implementation services to the state including: • Live webinar-based training sessions to all stakeholder end-users statewide as part of the initial phased-in rollout of the system and refresher webinar-based training sessions for subsequent years. • Multi-channel (live chat, phone and online ticketing) technical support to all stakeholder users (including survivors) statewide 24 hours a day by 365 days a year.
Whether the goods and/or services were provided timely and within budget	This project was officially launched on July 22, 2019. Given the high level of compliancy of our proposed services and system (Track-Kit) with the requirements as stated in the client's RFP and based on past Track-Kit implementations, STACS DNA does not anticipate any delays in the delivery of the services and does not anticipate any impact on the agreed upon budget.
Contact information for the client's project manager including address, telephone number, and email address	Christine Invencion (Project Manager) Office of Technology and Information Services 1 Ashburton Place, 16th Floor Boston, MA 02108 Phone: 617-939-6160 Email: christine.invencion@mass.gov

3.3.3.5 Client References

All client references procured Track-Kit using a competitive selection process.

Reference # 1 - Michigan State Police (MSP)

Jeffrey Nye
Assistant Director, Forensic Science Division
Michigan State Police
7320 N. Canal Rd.
Lansing, MI 48913
Phone (primary): 517-719-4460
Phone (secondary): 517-322-6135
Email: nyeJ1@michigan.gov

Lore A. Rogers, J.D.
Staff Attorney
Michigan Domestic and Sexual Violence Prevention and Treatment Board
Grand Tower, Suite 1108
P.O. Box 30037
Lansing, Michigan 48909-7537
Phone: 734-341-2176
Email: rogerl4@michigan.gov

Reference # 2 – Texas Department of Public Safety (DPS)

Dennis Loockerman, Ph.D.
Assistant Laboratory Director, Admin and Finance
Texas Department of Public Safety
5805 N Lamar Blvd, MSC 0460
Austin TX 78765-4143
Phone: 512-424-7672
Email: dennis.loockerman@dps.texas.gov

Rebecca Vieh
SAE Program Specialist
Crime Laboratory Service
5805 N Lamar Blvd, MSC 0460
Austin TX 78765-4143
Phone: 512-424-7984
Email: rebecca.vieh@dps.texas.gov

Reference # 3 – Nevada Office of the Attorney General

Lisa Bausell
SAFE-ITR Project Manager
Nevada Office of the Attorney General
100 North Carson Street
Carson City, NV 89701
Phone: 605-517-2585
Email: lbausell@ag.nv.gov

Debbie Tanaka
Office of the Attorney General
Grants Manager (Sexual Assault Kit Initiatives (SAKI))
100 North Carson Street
Carson City, Nevada 89701
Phone: 775-684-1110
Email: dtanaka@ag.nv.gov

3.3.4 Termination, debarment, litigation, and investigation

3.3.4.1 Termination of contract:

No termination on any contracts.

3.3.4.2 Defaults on contracts:

No defaults on any contracts.

3.3.4.3 Order, judgement, or decree:

No order, judgement, or decree.

3.3.4.4 Damages and penalties:

No damages or penalties.

3.3.4.5 Litigation:

No litigation

3.3.4.6 Irregularities:

No irregularities.

3.3.5 Acceptance of terms and conditions

Agreed and understood.

3.3.6 Certification letter

Agreed and understood.

We have provided the Certification Letter under the **Attachment 1** section below.

3.3.7 Authorization to release information

Agreed and understood.

We have provided the Authorization to Release Information Letter under the **Attachment 2** section below.

3.3.8 Firm proposal terms

STACS DNA guarantees the availability of the goods and services offered and that all proposal terms, including price will remain firm for 120 days following the deadline for submitting proposals.

3.4 Cost Proposal

As per RFP instructions, we have provided our cost proposal by email separately from this Technical Proposal.

Section 4 – Specifications

4.1 Overview

STACS DNA has read, understands and agrees with the information provided under this RFP **Section 4.1 – Overview**.

Note pertaining to bullet numbering starting on page 22 of the RFP PDF document:

The bullets “d” and “e” on page 22 do not follow the sequence from the start of the numbered list starting on page 20.

To avoid conflicts in referencing requirements, we have assigned bullets starting on page 22 as follows:

- “d” → “f”
- “e” → “g”
- “f” → “h”
- “h” → “i”

4.2 Sexual Assault Evidence Kit Tracking System Specifications

4.2.a Respondent's justification for software selection

Response: Yes, STACS DNA complies with this specification.

STACS DNA proposes the Track-Kit system, its existing Commercial-off-the-Shelf (COTS) platform designed specifically for SAEK tracking. Track-Kit is an end-to-end cloud-based SAEK Tracking System designed specifically for the public safety / criminal justice market.

Track-Kit will require minimal software customization to meet the specific requirements of the CVAD SAEK Tracking System.

Please see *Appendix B - Track-Kit Functionality* for a description of the functions and features currently supported by the Track-Kit system out-of-the-box.

STACS DNA has successfully completed statewide implementations of Track-Kit in the states of Washington, Arizona, Michigan, Nevada and Texas[2]. We are currently in the process of implementing Track-Kit in the state of Massachusetts which recently selected (competitive selection process) our system for statewide tracking of sexual assault kits. The contract was executed and the project was launched on July 22, 2019.

The scope and purposes of our contracts/projects in those six states are for all intents and purposes identical to those required by CVAD. Every state listed above requested that we provide a vendor hosted cloud-based system to be used by multiple key stakeholder groups statewide including support for both named and anonymous (survivors) users with various access rights (regular users, super users and admin users) both at the user type level and at the organization/agency level.

These states represent a population in excess of 60 million people. STACS DNA estimates that there will be nearly 25,000 users using Track-Kit who will be handling more than 30,000 SAEKs annually. **Table D** below includes state level usage estimates.

[2] Track-Kit is currently being piloted (in production mode) in the state of Texas. The statewide rollout is schedule to be completed in September 2019.

Table D: State level usage estimates

State	Population	Number of Users (Excluding survivors)	Yearly Number of Survivors (UCR: Uniform Crime Reporting)
Arizona	7,016,000	2,725	3,378
Massachusetts	6,902,000	2,681	2,180
Michigan	9,962,000	3,870	6,273
Nevada	2,998,000	1,165	1,357
Texas	28,300,000	10,994	15,000[3]
Washington	7,406,000	2,877	2,695
Total	**62,584,000**	**24,312**	**30,883**

STACS DNA is proposing a proven turnkey solution with a complete market supported SAEK tracking system including the provision of start-to-finish implementation services, ongoing training and ongoing support services to end-users statewide. Track-Kit is a highly configurable COTS product ready for deployment today.

We have provided in *Appendix C – Data Transition Plan* our strategy and approach for accessing and migrating data to a different platform should CVAD ever decided to move to a different system.

4.2.b Compatibility of browsers with selection

Response: Yes, STACS DNA complies with this specification.

Track-Kit supports the following browsers.

Minimum supported desktop browsers and versions:

1. Firefox 52.2 or greater
2. Google Chrome 47 or greater
3. Microsoft Edge 12.0 or greater
4. Microsoft Internet Explorer 11 or greater
5. Safari 5.1 or greater

Minimum supported mobile browsers and versions:

1. Android Browser 4.4.4
2. Chrome for Android 69
3. OS Safari 11
4. Samsung Internet 7.2

[3] The total number of survivor users we provided is based on estimates that were released by the Department of Public Safety during the Texas competitive procurement process.

Any commodity hardware capable of running an above-mentioned browser will be able to access the Track-Kit system using a secure Internet connection.

4.2.c Contractor's proposal for hosting system

Response: Yes, STACS DNA complies with this specification.

STACS DNA will host Track-Kit as described below however we provided an option for CVAD to host and maintain Track-Kit using virtual on-premise servers should this be the client's preferred approach. On-premise hosting details have been provided in our cost proposal.

Track-Kit hosted by STACS DNA:

Track-Kit's underlying platform services are managed services deployed within the Microsoft Azure Government cloud platform or the AWS Government cloud platform. The Azure and AWS Government hardware refresh schedule is based on the FedRAMP data center standards.

Track-Kit is accessed using a web browser over a secure connection (Secure Certificate, TLS 1.2 minimum) over Port 443. Track-Kit is not accessible from Port 80, all Port 80 requests are automatically redirected to the secure Port 443.

Data is stored in a secure SQL server database on its own dedicated server. This server is not exposed to the public internet.

Transparent Date Encryption is used to encrypt data at rest when it is stored in the SQL database. All database backups are stored with AES-256 encryption. This standard has been adopted by the US government to replace Data Encryption Standard (DES) and RSA 2048 public key encryption technology.

We provided technical details pertaining to the Track-Kit high level system architeture, security requirements and overall business continuity and disaster recovery in *Appendix D - Track-Kit Business Continuity and Disaster Recovery Plan* and detailed information on system availability and technical support in *Appendix H – Service Level Agreement and Technical Support*.

4.2.d Ad hoc reporting features

Response: Yes, STACS DNA complies with this specification.

Track-Kit provides a full featured ad-hoc reporting module called "Dynamic Search" which includes the ability to:

- Define a rich set of inclusion/exclusion, filtering, and sorting capabilities on specific fields
- Save and manage public and private ad-hoc queries as defined by individual users
- Export results from ad-hoc queries to industry standard file formats such as: Comma-delimited (CSV), MS-Excel (XLS), PDF

Note: Agency users can only search on kits for which they have jurisdiction. An agency user cannot search another agency's data.

System Administrators (Policy Center users) are not limited by jurisdiction. They can access the Dynamic Search module from the Policy Center portal to perform global searches on data from all agencies.

4.2.e.i Include required data elements for each SAEK

- **Unique SAEK ID number:**

  Response: Yes, STACS DNA complies with this specification.
  Each SAEK in Track-Kit is assigned a unique barcode which is used to track the location and status of each kit.

- **Location (medical facility, law enforcement agency, laboratory, in transit):**

  Response: Yes, STACS DNA complies with this specification.

  As a SAEK is moved between agencies Track-Kit records the date of arrival and agency (medical facility, law enforcement agency, and laboratory). When a kit is transferred between agencies, Track-Kit maintains an audit history of the locations viewable using the Kit Audit Report.

  Track-Kit also allows the user to send kits to out-of-state law enforcement agencies, if applicable. For example, if an in-state law enforcement agency receives a kit and discovers the crime occurred out-of-state, they can initiate a transfer to an "Out-of-State Law Enforcement Agency", which ends the kit's tracking process.

  Track-Kit allows the user to receive kits from out-of-state medical facilities or law enforcement agencies, if applicable. For example, if an in-state law enforcement agency receives a kit from out-of-state, the system will consider this kit to be unexpected and require the receiving user to enter a medical facility. The user can select "Out-of-State Medical Facility", which indicates that the crime occurred in-state, but the survivor travelled out-of-state and had their forensic exam completed out-of-state.

- **Date each SAEK is logged into location:**

  Response: Yes, STACS DNA complies with this specification.

  Track-Kit allows the user to record the date the SAEK is logged into a location and this date can be backdated if required. Automatically the system records the activity date, which is the actual date and time when the action is performed in the system.

  At the medical facility, this is entered as the Collected Date.

  Track-Kit records two law enforcement pick up dates: a) medical facility to laboratory for processing (pre-lab) and b) laboratory to law enforcement for storage (post-lab).

  At the laboratory, this is entered as the Lab Submission Date.

- **Date SAEK used in forensic examination;**

Response: Yes, STACS DNA complies with this specification.

Track-Kit allows the medical facility user (SANE) to record the kit's Collection Date to indicate the forensic examination was completed.

- **Date of assault; and date assault reported to law enforcement:**

  Response: Yes, STACS DNA complies with this specification.

  By default, Track-Kit does not record the date of assault or the date assault reported to law enforcement. These dates can be added to the system as User-Defined-Fields (UDFs) via System Configuration; this does not require any software customization.

  User-Defined Fields will be identified as part of the Knowledge Transfer Sessions (KTS) or when defining system requirements. They are configured during system setup and Policy Center training phases.

- **Date SAEK testing completed:**

  Response: Yes, STACS DNA complies with this specification.

  Track-Kit allows the lab to record the kit's Lab Complete Date, which is used to represent the final report date when SAEK testing completed.

- **Date of arrival at each location**

  Response: Yes, STACS DNA complies with this specification.

  Please see bullet "**Location (medical facility, law enforcement agency, laboratory, in transit;"** above.

- **Maintain history of SAEK location changes**

  Response: Yes, STACS DNA complies with this specification.

  Please see bullet "**Location (medical facility, law enforcement agency, laboratory, in transit;"** above.

- **Date DNA from a SAEK is entered into DNA database and indicate which DNA database;**

  Response: Yes, STACS DNA complies with this specification.

  Track-Kit allows Policy Center users to define and configure Lab Conclusions, which enable lab users to indicate a result and a result date on the Kit Details page of each SAEK. All items in this requirement can be addressed via Lab Conclusions

  What follows is a list of examples when a SAEK is entered into a DNA database including which DNA database was specified.

  In Track-Kit, DNA Laboratories can record but are not limited to:
  - DNA Profile Obtained (Y/N) and Result Date

- CODIS Upload Status (Y/N) and Result Date
  - NDIS Upload Status (Y/N) and Result Date
  - SDIS Upload Status (Y/N) and Result Date
  - LDIS Upload Status (Y/N) and Result Date
- CODIS Hit (Y/N) and Result Date
  - CODIS Offender Hit (Y/N) and Result Date
  - CODIS Case-to-Case Hit (Y/N) and Result Date

- **Date results returned from DNA database;**

  Please see bullet "**Date DNA from a SAEK is entered into DNA database and indicate which DNA database;**".

- **If DNA Matched DNA in database (Yes or No):**

  Please see bullet "**Date DNA from a SAEK is entered into DNA database and indicate which DNA database;**".

4.2.e.ii Allow authorized users variable functionality from editing rights to read-only rights

Response: Yes, STACS DNA complies with this specification.

Track-Kit features a robust activity-based access/restriction system (often referred to as RBAC: Role-based Access Control), where an unlimited number of roles can be defined for each portal type. System administrators have the ability to define roles (from the Policy Center) at a granular level, which will govern what functionality is available to a user in the Track-Kit system as well as the user's access rights.

In addition, Track-Kit allows medical facilities to setup users with multi-site access to accommodate nurses who perform forensic examinations at more than one location (Roaming Nurses). This allows the user to access multiple medical facilities with one set of login credentials. For multi-site users, portal roles are applied on a per-site basis. For example, a Roaming Nurse may have access to five sites; three of which they are an administrator and two of which they are a standard user. The administrator of each site controls portal role assignment.

4.2.e.iii Allow authorized users access and update status and location of each SAEK

Response: Yes, STACS DNA complies with this specification.

Track-Kit has custom views, which adapt to the displayed fields for each portal type.

User access to these views is governed by the user roles and portal type assigned to every user.

- **When the SAEK is distributed to a medical facility for use in evidence collection;**

  Track-Kit records the activity date when the medical facility user receives inventory (uncollected kits) from kit distributors.

- **Date when a SAEK is used in a forensic exam;**

  Track-Kit requires the medical facility user to enter the Collection Date. Once saved, the user may update the Collection Date if required.

- **Date when the SAEK is in possession of law enforcement agency;**

  Track-Kit requires the law enforcement user to enter the Medical Facility Pickup Date. Once saved, the user may update the Medical Facility Pickup Date if required.

- **Date when a SAEK arrives at lab;**

  Track-Kit requires the laboratory user to enter the Lab Submission Date. Once saved, the user may update the Lab Submission Date if required.

- **Date when analysis is complete and lab report is generated;**

  Track-Kit allows the laboratory user to enter the Lab Complete Date. Once saved, the user may update the Lab Complete Date if required.

- **Date test results are provided to jurisdictional law enforcement and prosecution agencies;**

  Track-Kit records the activity date when the laboratory user enters a Result Date for each test result. Once saved, the information is immediately available to law enforcement and prosecutors.

- **Result of law enforcement investigation (i.e. referral to prosecutor for review, declined for referral and explanation);**

  Track-Kit allows the law enforcement user to enter an LEA Investigation Review and Result value and an LEA Investigation Result Reason. The options for both fields are configured by the system administrators.

- **Prosecution review and result (i.e. case moves forward for prosecution, case resolution, explanation);**

  Track-Kit allows the prosecutor user to enter a Prosecution Review value and a Prosecutor Result. The options for both fields are configured by the system administrators.

- **Disposal of SAEK**

  Track-Kit offers two types of SAEK disposals:

  - **Non-report/non-consent kits**: Track-Kit allows the user to dispose of a kit once it has reached its evidence retention limit date, which is configured by system administrators. The type of user who will dispose of kits in such situations is

determined by which organization stores non-report/non-consent kits (e.g. Medical Facility, Law Enforcement, Laboratory, Storage Facility).

- **Tracking completed kits**: Track-Kit allows the law enforcement user to dispose of a kit once it has obtained a status of Tracking Complete.

4.2.e.iv Utilize barcode functionality for label creation and tracking

Response: Yes, STACS DNA complies with this specification.

Track-Kit allows Policy Center administrators to define acceptable barcode formats. When a kit is scanned at an agency the barcode format is validated against accepted formats to confirm that it is a proper kit barcode.

Track-Kit allows the Policy Center user to setup one or more configurations for label printing, which can then be used to generate a range of printable, barcoded labels (list in PDF format).

The Track-Kit team works with the client to ensure barcodes are applied directly to SAEKs as a part of the kit manufacturing process.

4.2.e.v Allow authorized users to update the information about a SAEK with barcode scanner or keyboard

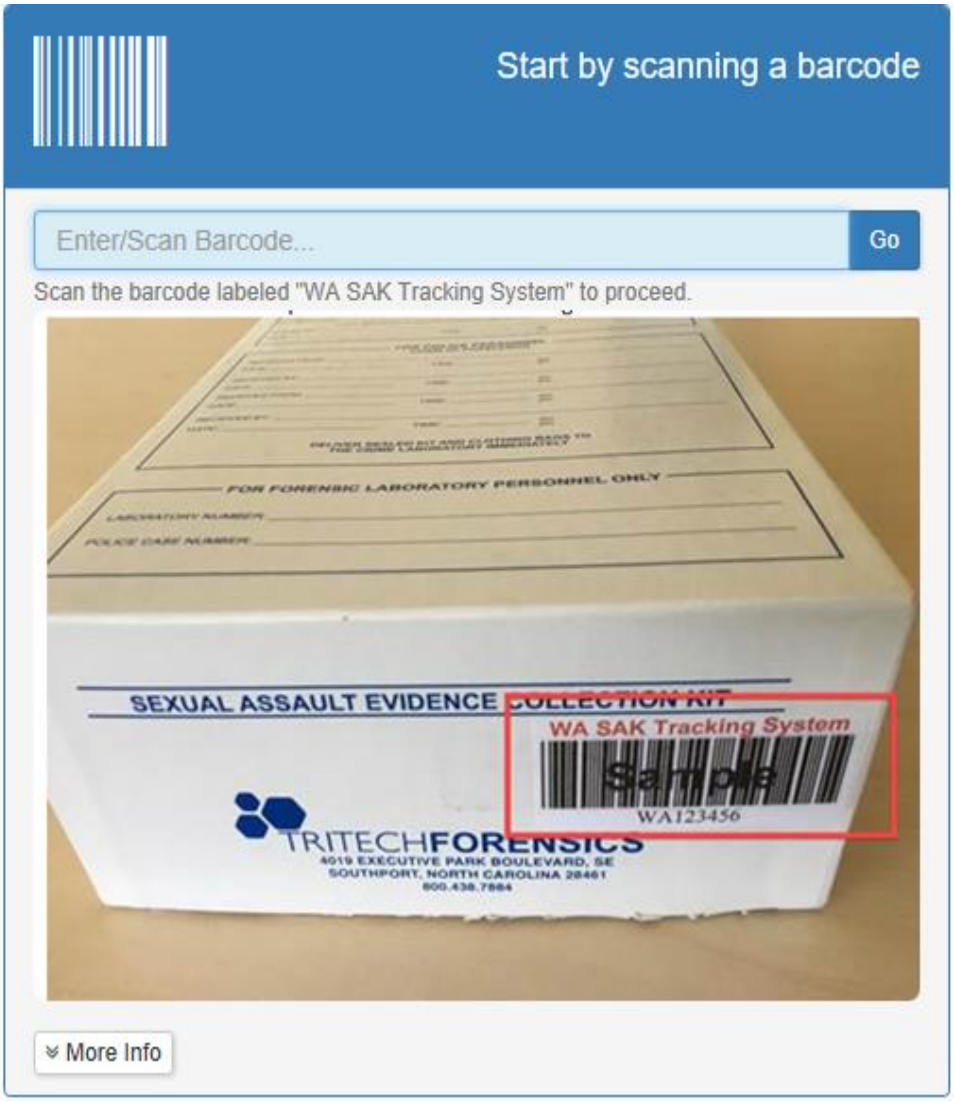
Response: Yes, STACS DNA complies with this specification.

Track-Kit fully supports USB keyboard wedge style barcode scanners. No additional configuration within Track-Kit is required for barcode scanner support.

If a scanner is unavailable the user can manually enter via the barcode field. System administrators have the ability to force (System Setting) double data entry validation to eliminate discrepancies in data entry.

Track-Kit also fully supports barcode scanning from iOS and Android mobile devices.

Fields which accept scanning are color coded and labelled accordingly: see below for an example.



4.2.e.vi Allow survivors of sexual assault to anonymously view the status of their SAEK

Response: Yes, STACS DNA complies with this specification.

Survivors will use their kit barcode as their UserID and a randomly generated password to initially and anonymously log into the system.

Survivors can optionally setup security questions / answers to be used for the purpose of recovering their account if their password is lost in the future.

The system does not capture any personally identifying information (PII) about survivors. The portal is also stripped of product branding and any sexual assault terminology to further ensure anonymity and confidentiality.

The portal includes instructions on how to clear internet browsing history and a red "EXIT" button, allowing the survivor to quickly exit from the site, taking them to the Google home page.

In addition:

- Survivors can anonymously view the location and status of their kit via a user-friendly graphical timeline. This timeline shows dates and locations as the SAEK moves through the system, allowing the survivor to see real-time information about their SAEK as it is updated.
- The portal includes resources that allow the survivor to get information on seeking support. Resources are fully configurable by the Policy Center and can include hotline numbers, hyperlinks to survivor support websites, links to videos, downloadable PDFs, and descriptions. The Policy Center can set the resources content at a national, county, and city-level, enabling the survivor to filter available resources by location.
- The portal also provides access to contact information from applicable agencies (e.g. medical facility where the SAEK was collected and/or the law enforcement agency currently handling the case).
- Survivors have the option to subscribe to receive email and text notifications on updates to their SAEK. They may choose to receive notifications when lab results are released, status on their SAEK changed, their SAEK discard date is approaching, and their SAEK is ready for discard. The actual content of those notifications is completely generic; this is again to further ensure anonymity and confidentiality.

The Track-Kit survivor portal was carefully designed to be informative, inviting, intuitive and engaging for the survivor.

4.2.e.vii Be ADA Compliant

Response: Yes, STACS DNA complies with this specification.

The Track-Kit user interface in combination with the web browser functionality complies to the Web Accessibility Standards of the ADA.

4.2.f.i Establishing authorized users

Response: Yes, STACS DNA complies with this specification.

Establishing and authorizing users is done in two ways:

- **Organization and user import (bulk onboarding):**

  STACS DNA provides data collection forms (Excel spreadsheet templates), which are set up to capture all of the required information per user group (i.e. one form is designed for Medical Facilities, one for Law Enforcement Agencies, etc.). The client can then distribute said forms to key leaders at each organization, who will take on the local administrator role for their site in Track-Kit. This is done as a part of the implementation and rollout process.

Each local administrator will be in charge of gathering and entering the organization information and anticipated Track-Kit Users (once identities are validated) into the Excel spreadsheet template. The Excel spreadsheet can be imported into Track-Kit to create the organization and associated users.

- **Adding authorized users on a per-user basis:**

  Local administrators have the ability to add additional users to their own site. System administrators (Policy Center users) have the ability to add users to any site.

4.2.f.ii Bulk upload of data to prepopulate information from SAEKs previously inventoried and tracked

Response: Yes, STACS DNA complies with this specification.

In previous implementations of Track-Kit, STACS DNA has guided the Policy Center team (system owners) on developing a barcode range for uncollected kits that are in inventory.

The Policy Center team distributes barcodes (and accompanying survivor login credentials) to each site based on the number of kits that are in inventory at a medical facility.

Track-Kit users are able to enter or scan the barcode into inventory, thereby starting the tracking process for each kit.

During the training phase, STACS DNA instructs end users how to manage and distribute survivor credentials, which enables the survivor to login to the system.

If kits already have a barcode affixed to the box, the Policy Center can create the format of that barcode which will enable the end user to enter/scan the barcode into the system.

Customization is required to satisfy CVAD's inventory and tracking requirements. STACS DNA will work with client to determine the specific requirements for uploading a bulk range of kits by identifying the specific data fields to be included.

4.2.f.iii Reporting Features

Response: Yes, STACS DNA complies with this specification.

Please see *Appendix E - Track-Kit Reports* for list and description of the reports available out-of-the-box.

- **Number of SAEKs submitted to law enforcement agencies within a date range (sorted by law enforcement agency):**

  Track-Kit provides this count via the Admin Overview report. This same count can be obtained via the Dynamic Search tool. Both methods allow the user to optionally search within a particular date range.

- **Number of days from SAEK arrival at law enforcement agency to kit arrival at lab:**

Track-Kit provides the average and median number of days on a per-agency basis via the Admin Overview report.

Customization is required to add this specific count to the "Admin Report". To be discussed during the KTS\JAD session.

- **Number of SAEKs reported to law enforcement agency but not sent to law enforcement within 30 days:**

  This information is captured by the system is available in the jurisdictions dashboards.

  Customization is required to add this specific count to the "Admin Report". To be discussed during the KTS\JAD session.

- **Number of SAEKs tested by forensic lab within a date range:**

  Track-Kit provides this count via the Admin Overview report. This same count can be obtained via the Dynamic Search tool. Both methods allow the user to optionally search within a particular date range.

- **Number of days from date of SAEK arrival at lab to date lab report issued:**

  Track-Kit provides the average and median number of days for all laboratories via the Turnaround Time Report and jurisdiction specific Dashboards.

  Customization is required to add this specific count to the "Admin Report". To be discussed during the KTS\JAD session.

- **Average and median time between forensic medical exam and SAEK tested to completion in forensic lab within a date range:**

  Track-Kit provides the average and median time between collection (forensic medical exam) to processing (completion in forensic lab) in the "Admin Report". This information can be filtered by: date range, law enforcement, and county.

- **Number of SAEKs at a lab not yet tested, by county; Number of SAEKs tested within a date range:**

  Track-Kit provides the number of SAEKs tested within a date range via the Admin Report and via the Dynamic Search tool. There is a Day in Laboratory report which displays this information for the laboratory.

  Customization is required to add the ability to report by county. To be discussed during the KTS\JAD session.

- **Report of SAEKs not tested to completion and number of days each SAEK has been at lab:**

Track-Kit provides a list of SAEKs that are in process at the lab but do not yet have a Lab Complete Date via the Days in Lab report. This report includes the number of days each SAEK has been at the lab.

- **Number of DNA profiles entered into DNA database(s):**

  Track-Kit records and tracks the number of DNA profiles entered\uploaded\confirmed.

  Customization is required to generate the requested data elements. To be discussed during the KTS\JAD session.

4.2.g Accessibility in a web-based format

Response: Yes, STACS DNA complies with this specification.

The only requirement to access the Track-Kit system is an Internet connection.

A Web browser accesses Track-Kit using a secure Internet connection (Secure Certificate, TLS 1.2 minimum) over Port 443. Track-Kit is not accessible from Port 80, all Port 80 requests are automatically redirected to the secure Port 443.

4.2.h.i Include of SAEKs already in possession of jurisdictional law enforcement agencies

Response: Yes, STACS DNA complies with this specification.

Assumption: "SAEKS already in possession of jurisdictional LEAs" refers to kits that are collected. These kits:

- Are in LEA possession pending laboratory delivery; or
- Aae in storage after laboratory processing; or
- (If applicable) are in storage because the survivor has not authorized forensic testing.

Track-Kit can handle the different status for each kit depending on the scenario. These kits are labeled 'historical kits'.

Track-Kit has the ability to upload previously collected kits in possession of LEAs. Each kit is assigned a status depending on whether it is in storage after testing, or whether it is in storage because survivor has not authorized testing for the kit.

As part of the phased-in rollout, each LEA will complete an Excel sheet template identifying the status of each kit in their possession. Upon completion, the Policy Center team can perform a bulk upload of the kits for each LEA.

The bulk upload also includes a validation process to ensure that key dates and fields have been entered correctly.

After the upload, the Policy Center and LEAs can use the Dynamic Search module to review individual kits that have been imported into the system. The system specifically identifies them as 'historical kits' for easy identification.

4.2.h.ii Information and resources for training users

Response: Yes, STACS DNA complies with this specification.

Recognizing that Track-Kit end users have varying learning styles, our approach to training is to provide different methods and materials from which learners (users) can choose.

Our approach addresses the training requirements prior to and after go-live including transitioning to self-support. More specifically, our training package includes 1) interactive webinar-based training prior to go-live, 2) refresher webinar-based training after go-live, and 3) a series of tools for users to learn and use the system independently as listed in **Tables D** and **Table E** below.

STACS DNA adapts and customizes the information in the training package for each client as required.

For webinar-based training, the typical class size and class duration varies from one user type / portal type to the other and from one state to another. However, generally speaking and as observed with our previous Track-Kit implementations, class sizes and durations are shown in **Table C**.

Table C: Track-Kit Training Class Sizes and Duration

User Type	Class Size (Number of Users)	Class Duration
Distributors	1 - 3	60 minutes
Medical Facilities	6 - 8	60 minutes
Law Enforcement Agencies	20 - 28	60 minutes
Laboratories	2 – 4	60 minutes
Prosecutors	3 – 7	60 minutes
Policy Center	3 – 5	After initial training (typical class duration of one day, communication with Policy Center users is ongoing to provide guidance and support as questions arise)

Our phased-in webinar-based training sessions take into account the overall number of users per user type / portal type and the final statewide roll-out plan of the system.

For course outlines please see *Appendix F - Training Courses*.

Table D: In-Application Tools / Training Materials

In-App Tools / Training Materials:						
Distributor	**Medical Facilities (MF)**	**Law Enforcement Agencies (LEA)**	**Laboratories**	**Prosecutors**	**Policy Center**	**Survivor**
Tool Tips – built into the software that guides users Help Center – built into Track-Kit • FAQs • Task-based help files / user guide	Tool Tips – built into the software that guides users Help Center – built into Track-Kit • FAQs • Online video tutorials • Task-based help files / user guide	Tool Tips – built into the software that guides users Help Center – built into Track-Kit • FAQs • Online video tutorials • Task-based help files / user guide	Tool Tips – built into the software that guides users Help Center – built into Track-Kit • FAQs • Online video tutorials • Task-based help files / user guide	Tool Tips – built into the software that guides users Help Center – built into Track-Kit • FAQs • Online video tutorials • Task-based help files / user guide	Tool Tips – built into the software that guides users Ongoing support to Policy Center team: • In-person training • System setup and configuration	Tool Tips – built into the software that guides users Help Center – built in FAQs

Table E: Interactive Webinar-Based Training Sessions

Interactive Sessions (Webinar-based Training Sessions):					
Distributor	**Medical Facilities (MF)**	**Law Enforcement Agencies (LEA)**	**Laboratories**	**Prosecutors**	**Policy Center**
For Year 1: Up to 24 webinars (as required) For subsequent years: Up to 12 webinars (as required) Key tasks for distributors: • Populating inventory • Generating passwords • Associating passwords • Fulfilling orders	For Year 1: Up to 24 webinars (as required) For subsequent years: Up to 12 webinars (as required) Key tasks for medical facility: • Receiving kits into inventory • Collecting a kit • Survivor passwords • Handling missing information • Q&A session • Addressing logistical issues for your state's roll-out	For Year 1: Up to 24 webinars (as required) For subsequent years: Up to 12 webinars (as required) Key tasks for LEA: • Picking up kits from MF • Picking up kits from the lab • Outsourcing kits • Setting actions to notify survivor • Resetting survivor passwords • Transferring kits to another LEA • Handling missing information • Receiving kits from out-of-state • Q&A session • Addressing logistical issues for your state-s roll out	For Year 1: Up to 12 webinars (as required) For subsequent years: Up to 6 webinars (as required) Key tasks for laboratory: • Receiving kits from LEA • Picking up kits from the lab • Outsourcing kits • Setting actions to notify survivor • Transferring kits to another LEA • Receiving kits from out-of-state • Addressing logistical issues for your state's roll-out	For Year 1: Up to 24 webinars (as required) For subsequent years: Up to 12 webinars (as required) Live interactive webinars • Key features for prosecutors • Addressing logistical issues for your state's roll-out	Day-to-day support and communication with system owners on handling scenarios as they arise As needed demos for new functionality / features

Figure E shows the **draft** "Iowa SAEK Tracking System - Statewide Rollout Schedule" which presents a high level view of the statewide roll-out and training sessions. The sessions can be coordiated by regions/areas, each of which contains the target jurisdictions and training delivery timeframes. This rollout schedule will be updated in coordination with CVAD as part of the initial implementation phase leading to System Acceptance.

Figure E - Draft Iowa SAEK Tracking System – Statewide Rollout Schedule

	PILOT REGIONAL IMPLEMENTATION A Medical Facilities: TBD Law Enforcement Agencies: TBD Prosecutor's Office: TBD Laboratories : TBD	REGIONAL IMPLEMENTATION B Medical Facilities: TBD Law Enforcement Agencies: TBD Prosecutor's Office: TBD Laboratories : TBD	REGIONAL IMPLEMENTATION C Medical Facilities: TBD Law Enforcement Agencies: TBD Prosecutor's Office: TBD Laboratories : TBD	REGIONAL IMPLEMENTATION D Medical Facilities: TBD Law Enforcement Agencies: TBD Prosecutor's Office: TBD Laboratories : TBD
Initial Contact	Oct 25	Nov 8	Nov 22	Dec 9
Data Sheets Due	Nov 22	Dec 9	Dec 23	Jan 9
Training	Dec 27 – Jan 10	Jan 28 – Feb 10	Feb 11 – 24	Feb 25 – Mar 9
All User Registered	Nov 29	Dec 13	Dec 31	Jan 15
Go Live	Jan 13	Feb 24	Mar 9	Mar 24
Additional Training	Jan 28	Feb 11	Feb 25	Apr 8

4.2.h.iii How the Respondent will provide assistance to test and implement system

Response: Yes, STACS DNA complies with this specification.

Once system requirements are defined and the first customized version of Track-Kit is released to the client, STACS DNA will provide assistance in testing and implementing the system with the following procedures:

- Develop a testing plan, gauge scope, determine required resources, identify risks and objectives in testing the customized functionality;
- Test customization in-house and address defect ahead of release; develop and utilize test cases;
- Provide information and results of testing, initiate corrective actions;
- Release product to client's test environment; share test cases and release notes
    - Note: Three environments are provided to the client: one for testing, training and production (live).
- Assist client in validating new functionality; screen-shared walkthrough meetings available as needed;
- Document and address defects if present; release new version and assist in confirmatory testing as needed;
- Release product to client's production environment

4.2.h.iv How the Respondent provides support and maintenance

End User Support (All System Users)

STACS DNA will provide tier-1, tier-2 and tier-3 multi-channel support (**online chat / online ticketing** or **online chat / online ticketing / phone**) responding to all system user requests statewide. Technical support will be available in accordance with the support option selected by the client as follows:

Option 1: 8:00 a.m. to 5:00 p.m. (CST/CDT) Monday-Friday
Option 2: 6:00 a.m. to 9:00 p.m. (CST/CDT) Monday-Friday
Option 3: 6:00 a.m. to 9:00 p.m. (CST/CDT) 365 days a year
Option 4: 24 hours a day by 365 days a year

STACS DNA provides technical support services covering all options listed above to its clients today. We run a fully operational help desk making use of a wide spectrum of support technologies and trained personnel covering the widest range of support services.

Our support team is fully trained and qualified to provide technical support to county sheriffs, county attorneys, municipal law enforcement agencies, sexual assault nurse examiners, hospital staff and crime lab staff. Most importantly, our **trauma informed** support team is uniquely qualified to provide support to survivors of sexual assault.

As per RFP instructions, we have provided our End User Support cost proposal by email separately from this Technical Proposal.

Change Management Support

Please see sub-section "Change Management" under section "Scope Definition and Control" in *Appendix G – Project Management Plan* below.

Infrastructure Support Related to System Maintenance

Track-Kit's underlying platform services are managed services deployed within the Microsoft Azure Government cloud platform or the AWS Government platform. The Azure and AWS Government hardware refresh schedule is based on the FedRAMP data center standards.

STACS DNA provides full infrastructure support and application maintenance. Scheduled production infrastructure application maintenance will be performed outside of core business hours. The client will be notified a minimum of five days in advance of a scheduled maintenance session.

All application maintenance is first performed and validated in our internal QA environment and then the client's test and training environments. The updates to the client's non-production environments will be performed at an agreed timeline and may be performed during core business hours.

Product Release Schedule

STACS DNA releases major Track-Kit product updates on a biannual basis. The content of each release consists of code changes required to implement new client requirements, requirements on the product roadmap, code fixes to address any system defects, 3rd party tool updates and security patches. Between major releases, STACS DNA addresses client specific defects/requests on a priority basis as part of a maintenance release. Maintenance release schedule is dependent on the type and nature of the incidents which need to be addressed. Security related incidents and incidents with a critical priority are released to the client in a timely manner, these incidents still undergo full quality assurance validation and testing prior to client release.

Product Release Scope

The scope of a release is planned and all required functionality is documented in the system requirements document(s). Each release is divided into many smaller work products and each work product is developed over one or more sprints. The work products are typically grouped by functional requirements in one area of the application or a large requirement which spans multiple areas of the application.

During the sprint phase of the development, developers and QA work together to validate that the implementation meets the goal of the requirement. Once the sprints are complete and the feature set is fully developed it is ready to be merged into the application baseline and full regression testing is performed. During regression testing additional problems may be detected or there could be a last minute change to the scope of the project which may need to be integrated into the application. The problems are addressed and scope change is applied as part of a new work product and the DEV/QA cycle repeats until the issues have been addressed.

A release candidate build will then be generated and validated. Once the client release has passed validation it is ready to be rolled out to the client's "Test" environment. The client then has the opportunity to review the changes and if the system works accordingly it will be rolled into production at an agreed time.

Product Release Notes and Documentation

For each release and/or hot fix STACS DNA provides Release Notes detailing the changes/upgrades that are included in the software release. The Release Notes identify reported bug fixes and new functionality as part of the new release.

STACS DNA updates its user documentation (as required) with each new release of the software.

System and Database Support

The system and database are monitored using STACS DNA's monitoring tool and SQL Alerts. When monitoring is initiated, threshold settings are established. If the threshold values are surpassed notification alerts are sent to STACS DNA administrator(s) for review and action as required.

4.2.h.v Whether the system has ability to interface with other systems

Response: Yes, STACS DNA complies with this specification.

Track-Kit has a published Web Services based Application Programming Interface (API) which can be used by other systems to interface with the Track-Kit system.

4.2.i.i Project timeline for implementation

Response: Yes, STACS DNA complies with this specification.

Our Project Management response is detailed in *Appendix G - Project Management Plan*.

Work Plan and Project Schedule

Table E shows the preliminary high level project plan (Gantt Chart in MS-Project) with a list of major tasks to be executed as part of this project including task names, deliverables, milestones, tasks, dependencies, durations (start and end dates), and assigned resources. **Table F** shows the equivalent project plan with all activities listed in detail.

Table E: Preliminary High Level Project (Gantt Chart)

	Task Name	Start	Finish	Deliverables
1	**SAK Tracking System (Draft/Preliminary Project Plan)**	**Tue 9/10/19**	**Thu 4/9/20**	
2	**Initiation**	**Tue 9/10/19**	**Thu 9/12/19**	
3	Contract award	Tue 9/10/19	Tue 9/10/19	
4	Project kick-off meeting	Thu 9/12/19	Thu 9/12/19	Preliminary Project Plan, Confirm Phases, Sites, Participants and Schedule for Implementation
5	**Planning & Project Management**	**Fri 9/13/19**	**Thu 3/5/20**	
6	Create/update Project Plan. Monitor and control project activities	Fri 9/13/19	Thu 3/5/20	Project Plan, including: Communication, Risk Management, Quality Management, Change Management, Training, Implementation/Roll-Out and Business Continuity and Disaster Recovery Plans)
8	**Security**	**Fri 9/13/19**	**Fri 11/8/19**	
13	**Gap Analysis**	**Fri 9/20/19**	**Wed 10/23/19**	
14	Conduct combined KTS/JAD sessions	Fri 9/20/19	Wed 9/25/19	Knowledge Transfer (KTS) and Joint Application Development (JAD) sessions.
18	Conduct community engagement sessions	Fri 10/11/19	Thu 10/17/19	On-site interactive product demonstrations
20	Scope agreement based on proposal as required	Tue 10/22/19	Wed 10/23/19	Written acceptance of scope/budget changes as required
21	**Specification Development**	**Fri 10/18/19**	**Thu 10/31/19**	
24	Spec. revision cycle and develop final requirements	Tue 10/29/19	Wed 10/30/19	Detailed System Requirements Specifications (SRS)
25	Client acceptance of System Requirements Specifications	Thu 10/31/19	Thu 10/31/19	Client sign-off on specifications
26	**Execution**	**Fri 11/1/19**	**Thu 1/23/20**	
27	**System Customization**	**Fri 11/1/19**	**Fri 11/29/19**	
33	**System Delivery**	**Mon 12/2/19**	**Thu 1/23/20**	
34	System setup/configuration/Policy Center training	Mon 12/2/19	Tue 12/3/19	**System Built and Functional**
35	User acceptance testing (UAT)	Wed 12/4/19	Thu 12/5/19	Remote acceptance testing
36	Post UAT refinements	Fri 12/6/19	Thu 12/19/19	**User Testing and Final Build**
37	System acceptance deliverable	Fri 12/20/19	Tue 12/24/19	Invoicing milestone #1 - Client sign-off and implementation invoice
38	Track-Kit service activation	Thu 1/23/20	Thu 1/23/20	Invoicing milestone #2 - Year 1 training, technical support a
39	**Phase I Rollout - Initial Group A**	**Fri 10/18/19**	**Fri 2/21/20**	
40	**Phase I Setup**	**Fri 10/18/19**	**Fri 11/29/19**	
44	**Training**	**Mon 12/2/19**	**Fri 1/10/20**	
48	**Phase I Execution**	**Mon 1/13/20**	**Fri 2/21/20**	
49	Phase I - GO LIVE	Mon 1/13/20	Fri 1/24/20	**Go-live!**
55	**Phase II Rollout - Statewide, regionally phased**	**Fri 11/8/19**	**Thu 4/9/20**	
56	**Regional Implementation - Group B**	**Fri 11/8/19**	**Wed 3/11/20**	
63	**Regional Implementation - Group C**	**Fri 11/22/19**	**Wed 3/25/20**	
70	**Regional Implementation - Group D**	**Mon 12/9/19**	**Thu 4/9/20**	
77	**Statewide Roll-Out Complete**	Thu 4/9/20	Thu 4/9/20	

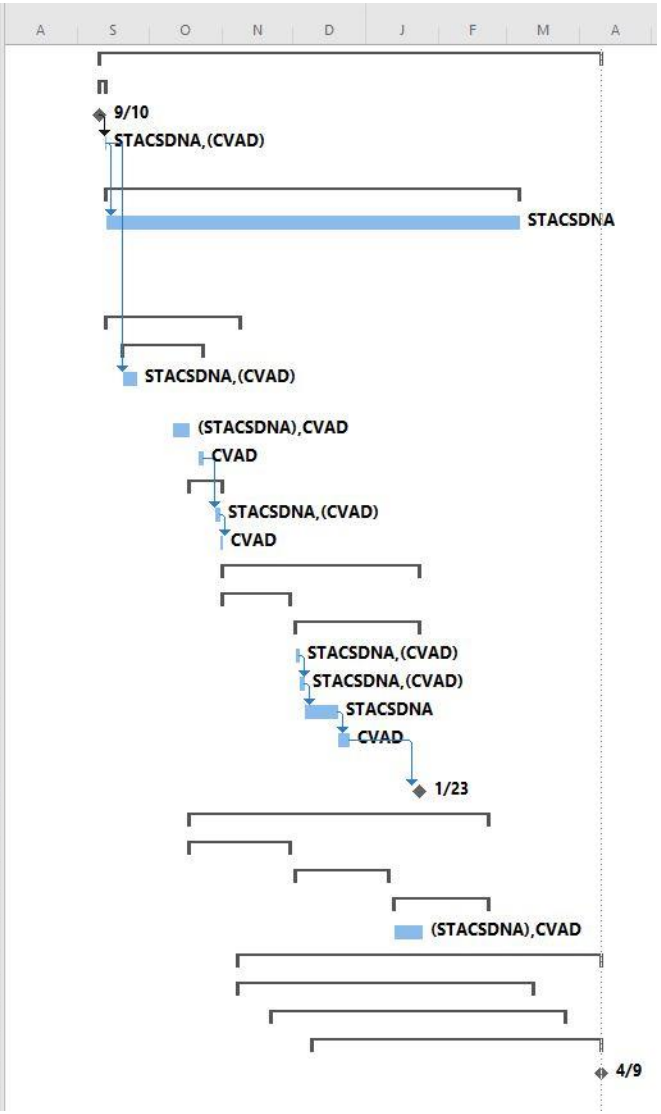


Table F: Detailed List of Project Activities

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Deliverables	Resource Names
1	**1**	**SAEK Tracking System (Draft/Preliminary Project Plan)**	**148 days**	**Tue 9/10/19**	**Thu 4/9/20**			
2	**1.1**	**Initiation**	**3 days**	**Tue 9/10/19**	**Thu 9/12/19**			
3	1.1.1	Contract award	0 days	Tue 9/10/19	Tue 9/10/19			CVAD
4	1.1.2	Project kick-off meeting	1 day	Thu 9/12/19	Thu 9/12/19	3FS+2 days	Preliminary Project Plan, Confirm Phases, Sites, Participants and Schedule for Implementation	STACSDNA,(CVAD)
5	**1.2**	**Planning & Project Management**	**120 days**	**Fri 9/13/19**	**Thu 3/5/20**			
6	1.2.1	Create/update Project Plan. Monitor and control project activities	120 days	Fri 9/13/19	Thu 3/5/20	4	Project Plan, including: Communication, Risk Management, Quality Management, Change Management, Training, Implementation/Roll-Out and Business Continuity and Disaster Recovery Plans)	STACSDNA
7	1.2.2	Weekly meetings	120 days	Fri 9/13/19	Thu 3/5/20	4		STACSDNA,(CVAD)
8	**1.3**	**Security**	**40 days**	**Fri 9/13/19**	**Fri 11/8/19**			
9	1.3.1	Provide inputs for contractor background checks	10 days	Fri 9/13/19	Thu 9/26/19	4	Completed security forms and fingerprint submissions	STACSDNA
10	1.3.2	Security awareness training	40 days	Fri 9/13/19	Fri 11/8/19	4	Synopsis of training and validations of completion	STACSDNA
11	1.3.3	Provide requested Track-Kit security requirements documentation	15 days	Tue 10/8/19	Tue 10/29/19	17	Written responses to request for security documentation	STACSDNA
12	1.3.4	Vulnerability scans	30 days	Fri 9/27/19	Fri 11/8/19	4FS+10 days		CVAD
13	**1.4**	**Gap Analysis**	**23 days**	**Fri 9/20/19**	**Wed 10/23/19**			
14	1.4.1	Conduct combined KTS/JAD sessions	4 days	Fri 9/20/19	Wed 9/25/19	4FS+5 days	Knowledge Transfer (KTS) and Joint Application Development (JAD) sessions.	STACSDNA,(CVAD)
15	1.4.2	JAD Notes generation	4 days	Thu 9/26/19	Tue 10/1/19	14		STACSDNA
16	1.4.3	JAD Notes client review	2 days	Wed 10/2/19	Thu 10/3/19	15		CVAD
17	1.4.4	Revised JAD Notes deliverable	2 days	Fri 10/4/19	Mon 10/7/19	16	JAD Notes (basis for development of specs.)	STACSDNA
18	1.4.5	Conduct community engagement sessions	4 days	Fri 10/11/19	Thu 10/17/19	17FS+3 days,9	On-site interactive product demonstrations	(STACSDNA),CVAD
19	1.4.6	Prepare proposal for out of scope features (if required)	2 days	Fri 10/18/19	Mon 10/21/19	18	Proposal (if required)	STACSDNA

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Deliverables	Resource Names
20	1.4.7	Scope agreement based on proposal as required	2 days	Tue 10/22/19	Wed 10/23/19	19	Written acceptance of scope/budget changes as required	CVAD
21	**1.5**	**Specification Development**	**10 days**	**Fri 10/18/19**	**Thu 10/31/19**			
22	1.5.1	Generate and submit draft 1 of specs.	5 days	Fri 10/18/19	Thu 10/24/19	18		STACSDNA
23	1.5.2	Client review of specs.	2 days	Fri 10/25/19	Mon 10/28/19	22		CVAD
24	1.5.3	Spec. revision cycle and develop final requirements	2 days	Tue 10/29/19	Wed 10/30/19	23,20	Detailed System Requirements Specifications (SRS)	STACSDNA,(CVAD)
25	1.5.4	Client acceptance of System Requirements Specifications	1 day	Thu 10/31/19	Thu 10/31/19	24	Client sign-off on specifications	CVAD
26	**1.6**	**Execution**	**56 days**	**Fri 11/1/19**	**Thu 1/23/20**			
27	**1.6.1**	**System Customization**	**20 days**	**Fri 11/1/19**	**Fri 11/29/19**			
28	1.6.1.1	Software customization	13 days	Fri 11/1/19	Tue 11/19/19	25		STACSDNA
29	1.6.1.2	Quality assurance / testing	10 days	Fri 11/8/19	Thu 11/21/19	28SS+5 days	Test plans	STACSDNA
30	1.6.1.3	Client checkpoint / review	0 days	Thu 11/21/19	Thu 11/21/19	29		STACSDNA,(CVAD)
31	1.6.1.4	Software customization - refinement	5 days	Fri 11/22/19	Fri 11/29/19	30		STACSDNA
32	1.6.1.5	Quality assurance / testing	3 days	Tue 11/26/19	Fri 11/29/19	31SS+2 days	Software customization and test complete	STACSDNA
33	**1.6.2**	**System Delivery**	**36 days**	**Mon 12/2/19**	**Thu 1/23/20**			
34	1.6.2.1	System setup/configuration/Policy Center training	2 days	Mon 12/2/19	Tue 12/3/19	32	System Built and Functional	STACSDNA,(CVAD)
35	1.6.2.2	User acceptance testing (UAT)	2 days	Wed 12/4/19	Thu 12/5/19	34,10,11	Remote acceptance testing	STACSDNA,(CVAD)
36	1.6.2.3	Post UAT refinements	10 days	Fri 12/6/19	Thu 12/19/19	35	User Testing and Final Build	STACSDNA
37	1.6.2.4	System acceptance deliverable	3 days	Fri 12/20/19	Tue 12/24/19	36	Invoicing milestone #1 - Client sign-off and implementation invoice	CVAD
38	1.6.2.5	Track-Kit service activation	0 days	Thu 1/23/20	Thu 1/23/20	37FS+30 edays	Invoicing milestone #2 - Year 1 training, technical support and SaaS fees invoice	STACSDNA
39	**1.7**	**Phase I Rollout - Initial Group A**	**87 days**	**Fri 10/18/19**	**Fri 2/21/20**			
40	**1.7.1**	**Phase I Setup**	**30 days**	**Fri 10/18/19**	**Fri 11/29/19**			
41	1.7.1.1	Generate statewide implementation plan and training schedule	5 days	Fri 10/18/19	Thu 10/24/19	18	Statewide implementation roll-out support and training plan	STACSDNA,(CVAD)

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Deliverables	Resource Names
42	1.7.1.2	Initial contact - distribute Data Collection Forms & register training	10 days	Fri 10/25/19	Thu 11/7/19	41	Completed Data Collection Forms	CVAD
43	1.7.1.3	Populate Phase I stakeholder data (register users)	5 days	Fri 11/22/19	Fri 11/29/19	42FS+10 days		(STACSDNA),CVAD
44	**1.7.2**	**Training**	**27 days**	**Mon 12/2/19**	**Fri 1/10/20**			
45	1.7.2.1	Develop training materials	3 days	Mon 12/2/19	Wed 12/4/19	31	Training manuals/videos and help documentation	STACSDNA
46	1.7.2.2	Train-the-trainer (if required)	1 day	Fri 12/6/19	Fri 12/6/19	35,45		STACSDNA,(CVAD)
47	1.7.2.3	Training (medical facility, law enforcement, lab)	10 days	Fri 12/27/19	Fri 1/10/20	37,45,42	Webinar and recorded training sessions	STACSDNA
48	**1.7.3**	**Phase I Execution**	**30 days**	**Mon 1/13/20**	**Fri 2/21/20**			
49	1.7.3.1	Phase I - GO LIVE	10 days	Mon 1/13/20	Fri 1/24/20	46,47,43FS+2 days,12	Go-live!	(STACSDNA),CVAD
50	1.7.3.2	Project team checkpoint	1 day	Mon 1/27/20	Mon 1/27/20	49		STACSDNA,(CVAD)
51	1.7.3.3	Product use and refresher training as required	10 days	Tue 1/28/20	Mon 2/10/20	50		CVAD
52	1.7.3.4	Project team checkpoint	3 days	Tue 2/11/20	Thu 2/13/20	51		STACSDNA,(CVAD)
53	1.7.3.5	Document Phase I results	1 day	Fri 2/14/20	Fri 2/14/20	52		STACSDNA
54	1.7.3.6	Modify system as required based on Phase I results	5 days	Mon 2/17/20	Fri 2/21/20	53		STACSDNA
55	**1.8**	**Phase II Rollout - Statewide, regionally phased**	**106 days**	**Fri 11/8/19**	**Thu 4/9/20**			
56	**1.8.1**	**Regional Implementation - Group B**	**85 days**	**Fri 11/8/19**	**Wed 3/11/20**			
57	1.8.1.1	Initial contact - training registration and Data Collection Forms	10 days	Fri 11/8/19	Thu 11/21/19	42		CVAD
58	1.8.1.2	Populate stakeholder data (register users)	5 days	Mon 12/9/19	Fri 12/13/19	57FS+10 days		STACSDNA
59	1.8.1.3	Training (medical facility, law enforcement, lab)	10 days	Tue 1/28/20	Mon 2/10/20	57,47,50	Webinar and recorded training sessions	STACSDNA
60	1.8.1.4	Phase II regional GO LIVE	10 days	Mon 2/24/20	Fri 3/6/20	58FS+2 days,54,59		(STACSDNA),CVAD

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Deliverables	Resource Names
61	1.8.1.5	Feedback from users	1 day	Mon 3/9/20	Mon 3/9/20	60		
62	1.8.1.6	Refresher Training to users	2 days	Tue 2/11/20	Thu 2/13/20	61		STACSDNA
63	**1.8.2**	**Regional Implementation - Group C**	**85 days**	**Fri 11/22/19**	**Wed 3/25/20**			
64	1.8.2.1	Initial contact - training registration and Data Collection Forms	10 days	Fri 11/22/19	Fri 12/6/19	57		CVAD
65	1.8.2.2	Populate stakeholder data (register users)	5 days	Mon 12/23/19	Tue 12/31/19	64FS+10 days		STACSDNA
66	1.8.2.3	Training (medical facility, law enforcement, lab)	10 days	Tue 2/11/20	Mon 2/24/20	59,64	Webinar and recorded training sessions	STACSDNA
67	1.8.2.4	Phase II regional GO LIVE	10 days	Mon 3/9/20	Fri 3/20/20	66,65FS+2 days,60		(STACSDNA),CVAD
68	1.8.2.5	Feedback from users	1 day	Mon 3/23/20	Mon 3/23/20	67		
69	1.8.2.6	Refresher Training to users	2 days	Tue 2/25/20	Thu 2/27/20	68		STACSDNA
70	**1.8.3**	**Regional Implementation - Group D**	**86 days**	**Mon 12/9/19**	**Thu 4/9/20**			
71	1.8.3.1	Initial contact - training registration and Data Collection Forms	10 days	Mon 12/9/19	Fri 12/20/19	64		CVAD
72	1.8.3.2	Populate stakeholder data (register users)	5 days	Thu 1/9/20	Wed 1/15/20	71FS+10 days		STACSDNA
73	1.8.3.3	Training (medical facility, law enforcement, lab)	10 days	Tue 2/25/20	Mon 3/9/20	66,71	Webinar and recorded training sessions	STACSDNA
74	1.8.3.4	Phase II regional GO LIVE	10 days	Tue 3/24/20	Mon 4/6/20	73,72FS+2 days,68		(STACSDNA),CVAD
75	1.8.3.5	Feedback from users	1 day	Tue 4/7/20	Tue 4/7/20	74		
76	1.8.3.6	Refresher Training to users	2 days	Wed 4/8/20	Thu 4/9/20	75		STACSDNA
77	1.9	**Statewide Roll-Out Complete**	0 days	Thu 4/9/20	Thu 4/9/20	76,62,69		STACSDNA

Section 5 – Evaluation and Selection

STACS DNA has read, understands and agrees with the information provided under this RFP **Section 5 – Evaluation and Selection**.

Section 6 – Contractual Terms and Conditions

STACS DNA has read, understands and agrees with the information provided under this RFP **Section 6 – Contractual Terms and Conditions**.

STACS DNA submitted a redlined draft of the General Terms identifying one exception pertaining to Intellectual Property.

Attachment 1 – Certification Letter

Certification Letter

August 1, 2019

Robert Hamill, Issuing Officer
Iowa Department of Justice, Crime Victim Assistance Division
Lucas State Office Building
321 E. 12th Street Des Moines, Iowa 50319 robert.hamill@ag.iowa.gov

Re: **Sexual Assault Evidence Kit Tracking and Reporting System**
Request for Proposal
RFP No. 2020-01
PROPOSAL CERTIFICATIONS

Dear Mr. Hamill:

I certify that the contents of the Proposal submitted on behalf of STACS DNA Inc. ("Respondent") in response to the Iowa Department's for Request for Proposal Number 2020-01 for a Sexual Assault Evidence Kit Tracking and Reporting System ("RFP") are true and accurate. I also certify that Respondent has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of "Respondent" expressly authorized to make the following certifications on behalf of Respondent. By submitting a Proposal in response to the RFP, I certify on behalf of Respondent that:

1. Respondent has developed the Proposal independently, without consultation, communication, or agreement with any employee or consultant to CVAD, or with any person serving as a member of the evaluation committee.
2. Respondent has developed the Proposal independently, without consultation, communication, or agreement with any other contractor or parties for the purpose of restricting competition.
3. Unless otherwise required by law, Respondent has not and will not knowingly disclose, directly or indirectly, information found in the Proposal before CVAD's issuance of the Notice of Intent to Award the contract.
4. Respondent has not attempted to induce any other Respondent to submit or not to submit a Proposal for the purpose restricting competition.
5. No relationship exists or will exist during the contract period between Respondent and CVAD or any other State of Iowa entity that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

6. I certify that, to the best of my knowledge, neither Respondent nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal agency or State agency; (b) have, within a three year period preceding this Proposal, been convicted of, or had a civil judgment rendered against them for: commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for, or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which CVAD has relied upon when this transaction was entered into. If it is later determined that Contractor knowingly rendered an erroneous certification, in addition to other remedies available, CVAD may pursue available remedies including debarment of the Respondent, or suspension or termination of the contract.

Respondent also acknowledges that CVAD may declare the Respondent's Proposal or resulting contract void if the above certification is false. The Respondent also understands that fraudulent certification may result in CVAD or its representative filing for damages for breach of contract in additional to other remedies available to CVAD.

Sincerely,

Jocelyn Tremblay, President and Chief Operating Officer

Attachment 2 – Authorization to Release Information Letter

-

Authorization to Release Information Letter

August 1, 2019

Robert Hamill, Issuing Officer
Iowa Department of Justice, Crime Victim Assistance Division
Lucas State Office Building
315 E. 12th Street Des Moines, Iowa 50319 robert.hamill@ag.iowa.gov

Re: **Sexual Assault Evidence Kit Tracking and Reporting System**
RFP No. 2020-01
AUTHORIZATION TO RELEASE INFORMATION

Dear Mr. Hamill:

STACS DNA Inc. ("Respondent") hereby authorizes the Iowa Department of Justice, Crime Victim Assistance Division ("CVAD") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to Request for Proposal Number 2020-01 ("RFP").

Respondent acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. Respondent acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. Respondent is willing to take that risk.

Respondent hereby releases, acquits and forever discharges the State of Iowa, CVAD, their officers, directors, employees and agents from all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Respondent that it may have or ever claim to have relating to information, data, opinions, and references obtained by CVAD or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

Respondent authorizes representatives of CVAD and the Evaluation Committee to contact any of the persons, entities, and references that are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to the RFP.

Respondent further authorizes all persons, entities to provide information, data, and opinions about Respondent's performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Respondent's Proposal. Respondent hereby releases, acquits, and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting Respondent that it may have or ever claim to have relating to information, data, opinions, and references supplied to CVAD or the Evaluation Committee in the evaluation and selection of a successful respondent in response to the RFP.

-

A photocopy or facsimile of this signed Authorization is as valid as an original. Sincerely.

STACS DNA Inc.

Jocelyn Tremblay, President and Chief Operating Officer August 1, 2019

Attachment 3 – Form 22 – Request for Confidentiality

1. **Confidential Treatment Is Not Requested**
   A Respondent not requesting confidential treatment of information contained in its Proposal shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Proposal.

2. **Confidential Treatment of Information Is Requested**
   A Respondent requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Proposal as containing confidential information, (3) mark each page upon which the Respondent believes confidential information appears **and CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a "Public Copy" from which the confidential information has been excised.

   Form 22 will not be considered fully complete unless, for each confidentiality request, the Respondent: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Respondent to respond to inquiries by the CVAD concerning the confidential status of such information.

   The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Proposal as possible.

   Failure to request information be treated as confidential as specified herein shall relieve CVAD and State personnel from any responsibility for maintaining the information in confidence. Respondents may not request confidential treatment with respect to pricing information and transmittal letters. A Respondent's request for confidentiality that does not comply with this form or a Respondent's request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Respondent's Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.

   If CVAD receives a request for information that Respondent has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Respondent shall, at its sole expense, appear in such action and defend its request for confidentiality. If Respondent fails to do so, CVAD may release the information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Respondent fails to comply with the request process set forth herein, if Respondent's request for confidentiality is unreasonable, or if Respondent rescinds its request for confidential treatment, CVAD may release such information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

Part 1 – No Confidential Information Provided

Confidential Treatment Is Not Requested

Respondent acknowledges that proposal response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this proposal response.

This Form must be signed by the individual who signed the Respondent's Proposal. The Respondent shall place this Form completed and signed in its Proposal.

STACS DNA Inc.	2020-01	Sexual Assault Evidence Kit Tracking and Reporting System
Company	RFP Number	RFP Title
Signature	President and Chief Operating Officer	August 1, 2019
	Title	Date

Attachment 4

STACS DNA has read, understands and agrees with the information provided under this RFP **Attachment #4.**

As per RFP instructions, we have provided our cost proposal by email separately from this Technical Proposal.

Appendix A – Key Project Personnel and Experience

Steven Gareau – Project Director

Education

Institution name:	Algonquin College
City:	Ottawa
State:	Ontario
Degree:	Computer Science
Date completed:	1993

Professional Experience

Steven is the Chief Information Officer of STACS DNA Inc. He has over 26 years of IT experience.

As the CIO of the company, Steven provides architectural oversight of STACS DNA's product lines and oversees the people, processes and technologies within the company's IT organization to ensure they deliver outcomes that support the goals of the business.

One of Steven's main responsibilities is working directly with customers to ensure that the company is completing work and meeting milestones as specified in contracts with customers. He manages client relationships in the operational delivery context, ensuring on-time/on-budget delivery as well as customer satisfaction. He also manages client contracts and budgets.

As CIO, Steven facilitates documents and monitors STACS DNA's responsibilities and activities for numerous contracts for agency clients of all sizes ranging from city-level to federal-level organizations.

Steven ensures that customers of STACS DNA are satisfied with the company's products and services. He develops programs to ensure customers are receiving value. He prides himself on the fact that the company is highly regarded in the industry for its software products and services and strives to deliver excellence in order to maintain this reputation.

Experience Relevant to This Project

Steven has demonstrated experience in providing the services contemplated by this RFP as he has been directly involved in the development of the Track-Kit product since inception and he was directly involved in the deployment of Track-Kit in the states of Arizona, Washington, Michigan and Nevada. He is also currently directly involved in the same capacity in the deployment of Track-Kit in the state of Texas.

For each statewide Track-Kit implementation in those states, Steven specifically performed (or currently performs) the following activities:

- Manages all defined contractor responsibilities

- Serves as the point person for all project issues
- Coordinates and oversees the day-to-day project activities of the project team
- Oversees project deliverables (Knowledge Transfer Session Notes, Joint Application Design Notes, System Requirements, development, testing, and implementation and schedule)
- Provides bi-monthly status reports to the client Steering Committee (or equivalent project organization from the client side)
- Manages and reports on the project's budget

Steven will strategically oversee, monitor and manage the project from an executive level and will be STACS DNA's final authority for this project.

Skills Profile

Project Management:

- Team leadership
- Project communication across various stakeholders
- Timeline and budget management and reporting

Software Development Methodologies:

- Scrum
- Waterfall

Software Development and Packages:

- .NET
- C#
- VB.NET
- Enterprise Architecture
- ASP.NET
- ASP. NET MVC
- HTML
- Entity Framework
- Microsoft Office: Word, Excel, PowerPoint, Outlook, OneNote
- GoToWebinar, GoToMeeting
- Axosoft

David Scollon – Project Manager

Education

Institution: name:	University of Ottawa	Institution name:	Algonquin College
City:	Ottawa	City:	Ottawa
State:	Ontario	State:	Ontario
Degree:	Masters of Business Administration	Degree:	Industrial Engineering Technology
Date completed:	2005	Date completed:	1984

Institution name:	University of Ottawa
City:	Ottawa
State:	Ontario
Degree:	Business Administration
Date completed:	1993

Professional Experience

David has more than 30 years of experience in project, program, operations and engineering management, supplier/customer engagement, manufacturing/industrial engineering and new product development/introduction across various sectors including telecom and electronics industries, government and economic development, supported by an MBA, Project Management Professional (PMP) designation and a diploma in Industrial Engineering Technology.

Experience Relevant to This Project

David has demonstrated experience in providing the services contemplated by this RFP as he was directly involved in all aspects of project management for the deployment of Track-Kit in the states of Arizona, Washington, Michigan and Nevada. He is also currently directly involved in the same capacity in the deployment of Track-Kit in the state of Texas.

For each statewide Track-Kit implementation, David specifically performed (or currently performs) the following activities:

- Project management
- Project planning and scheduling
- Project status tracking and reporting
- Project budgeting and tracking
- Risk management and contingency planning
- Resource management
- Organizing and facilitating project meetings
- Operations and business process optimization
- Process documentation

David also has demonstrated experience in providing the services contemplated by this RFP as described by previous engagements as follows:

LIMS Redesign Project:

- Provided software development project management support and direction on four separate business application development and CRM projects consecutively with budgets ranging from $600,000 – $9M.
- Responsible for redesign, development and deployment of the existing LIMS to make the system more robust and maintainable and allow for the collection and use of more granular data.
- Scheduled the development and deployment of LCMS (liquid chromatography-mass spectrometry) in MS Dynamics CRM.
- Managed aspects of scope, schedule, communications and risk related to the project using an Agile/Waterfall Hybrid methodology.
- Responsible for all aspects of project management from initiation through implementation, including the development of key documentation (business case, charter and project management plan), monitoring, control and stakeholder management.
- Performed scheduling and risk identification for the development and deployment of EGCS in MS Dynamics CRM and the associated web portal schedule.

ERP Implementation of Microsoft Dynamics AX:

- Directed activities and performed project development of a seven member cross-functional team for the implementation of the production modules on the $7M DAX 2012 ERP implementation for a precious metals company.
- As Software Development Project Manager, responsible for major ERP systems upgrades from DAX4 to DAX12 including process changes to increase granularity of materials tracking, incorporating MRP and improving capacity planning.
- Responsible for the project management including planning, monitoring, scheduling and managing risk/issues.
- Advised on appropriate use of Lean Methods.
- Directed preparation of test plans, data validation plans and test scripts.
- Ensured training and change management needs were identified and put in place.
- Mapped the entire material movement process for precious metals.
- Performed a SWOT analysis for the precious metals material handling policies.
- Highlighted key accounting transactions/reporting and illustrated how these impact the metal balance sheet.
- Reported findings, work progress and support needs on a weekly basis and presented to senior management monthly.

Training and Certification

Certification: Project Management Professional (PMP)
Date received: 2013

Skills Profile

Project Management and Process Engineering:

- Client relationship management to resolve problems and exploit opportunities
- Development of effective cross-functional relationships
- Management of complex projects
- Product development & NPI
- Operations management
- Operations and business process optimization
- Project budgeting and tracking
- Risk management and contingency planning
- Manufacturing strategy development
- Manufacturing cost estimation
- Supplier/contract manufacturer evaluation and audit
- Identification, analysis and resolution of quality problems
- Make/buy decision support
- Financial analysis and modeling
- International technology transfer
- Set-up and commissioning of new manufacturing facilities
- Prototyping, testing and qualification programs
- Quality measurement systems and metrics
- Design for manufacturing and assembly
- Process capability analysis
- Process control programs
- Rapid volume scaling
- Capacity modeling
- Shop floor systems and ERP implementation
- Process mapping and measurement
- Line balancing
- Work flow and layout
- Cycle time reduction
- Inventory and WIP optimization
- New equipment evaluation and justification
- Process documentation and work instructions
- Tool and fixture design

Software Packages:

- Project Management – Microsoft Project, OpenProject, SharePoint, Agile, MS Sure Step Methodology
- Microsoft Office: Word, Excel (advanced), Outlook, OneNote
- GoToWebinar, GoToMeeting
- Axosoft
- Presentation – PowerPoint, Visio, Lucidchart
- ERP/MRPII Systems – Microsoft Dynamics, Oracle, Visibility, Promis
- Database – Microsoft Access, Lotus Notes
- CAD – Autocad, Draftsight

Kyle Kipp – Field Application Specialist (FAS)

Education

Institution name:	Algonquin College
City:	Ottawa
State:	Ontario
Degree:	Graduate Certificate, Technical Writing
Date completed:	2014

Institution name:	Algonquin College
City:	Ottawa
State:	Ontario
Degree:	Certificate, Media and Communications
Date completed:	2010

Institution name:	Algonquin College
City:	Ottawa
State:	Ontario
Degree:	Diploma, Journalism
Date completed:	2012

Professional Experience

Kyle has been with STACS DNA for five years in the roles of Field Application Specialist, Technical Writer and Business Analyst. He specializes in implementing software products. More specifically, he works with Track-Kit in all aspects of the customer implementation process.

Since product inception, he has been working with clients to understand and document their requirements and deliver user and technical documentation and training. He ensures that quality assurance testing, help documentation creation and client communications all run smoothly for each Track-Kit project including direct involvement in the client's onboarding process.

Experience Relevant to This Project

As the FAS Lead, Kyle has demonstrated experience in providing the services described in this RFP as he was directly involved in the deployment of Track-Kit in Washington State and is directly involved in the same capacity in the deployment of Track-Kit in the states of Arizona, Michigan and Texas.

Kyle is responsible for the creation of requirements specifications and coordination of revisions as well as conducting knowledge transfer sessions, joint-application design sessions, user-acceptance testing and system owner and/or end-user training. Once the implementation process is underway, he also has experience in providing guidance for system setup and configuration, establishing webinar training schedules and assisting in statewide Track-Kit rollouts.

For each statewide Track-Kit implementation, Kyle specifically performed (or currently performs) the following activities:

- Conducts knowledge transfer sessions (KTS) to establish gap analysis
- Conducts joint application design sessions (JAD) to collect business requirements
- Writes system specifications, oversees revision cycles and documents control
- Oversees quality assurance testing and development of user documentation
- Prepares incident reports to communicate outcomes of quality activities
- Conducts user acceptance testing sessions to confirm system specifications
- Creates high-level training plans for statewide software implementations
- Oversees generation of training material, including videos, FAQs and task-based help files
- Delivers scheduled webinars for interactive end-user training
- Coordinates the onboarding process
- Assists and support clients on an ongoing basis
- Performs in-depth work with Adobe products, including: Robohelp, Captivate
- Provides wording for tool tips, descriptions, software infrastructure (screen names, section names)

Skills Profile

Software Packages:

- Microsoft Office: Word, Excel, PowerPoint, Outlook, OneNote
- GoToWebinar, GoToMeeting, Skype, WebEx
- Adobe Robohelp, Adobe Captivate
- Axosoft

Olivier Diguer – Software Development Lead

Education

Institution name:	Outaouais College
City:	Gatineau
State:	Quebec
Degree:	Computer Science
Date completed:	2012

Professional Experience

Olivier has been a software developer with STACS DNA for seven years. He specializes in implementing software products by leading development teams, developing software, troubleshooting, debugging software and providing application support in a production environment.

Olivier has a proven ability to learn quickly in new environments allowing him to anticipate and promptly identify and resolve problems.

Olivier played a key role in defining Track-Kit's solution architecture and was at the heart of all software engineering activities since product inception, including developing the initial prototypes and proofs of concept, reviewing product specifications and contributing to the ongoing development of the product.

Experience Relevant to This Project

As the Software Development Lead, Olivier has demonstrated experience in providing the services described in this RFP as he was directly involved in the deployment of Track-Kit in the states of Arizona, Washington, Michigan and Nevada. He is also currently directly involved in the same capacity in the deployment of Track-Kit in the state of Texas.

Olivier will lead the development team on this project and will contribute to creating and executing the project plan.

For each statewide Track-Kit implementation, Olivier specifically performed (or currently performs) the following activities:

- Conducts joint application design (JAD) sessions to collect business requirements
- Oversees technical design and the software development process
- Conducts level 2 and 3 product support
- Participates in the development of technical documentation

Skills Profile

Software Development and Packages:

- C#/VB .Net
- SQL Server, T-SQL
- ASP .NET, ASP .NET MVC, HTML
- JavaScript
- VB6
- .NET Remoting, Windows Services, Web Services
- Windows Environments
- Microsoft Azure Government Cloud Platform & Services
- AWS Government Cloud Platform & Services
- Git, Visual SourceSafe
- Entity Framework
- DevExpress, Infragistics Components
- Microsoft Dynamics CRM
- Unit Test development (automated testing)
- Ruby language, Ruby on Rails framework
- Java
- LLBLGen Pro ORM
- Linux Environments
- Shell scripting
- COBOL
- Microsoft Office: Word, Excel, Powerpoint, Outlook, OneNote
- GoToWebinar, GoToMeeting
- Axosoft

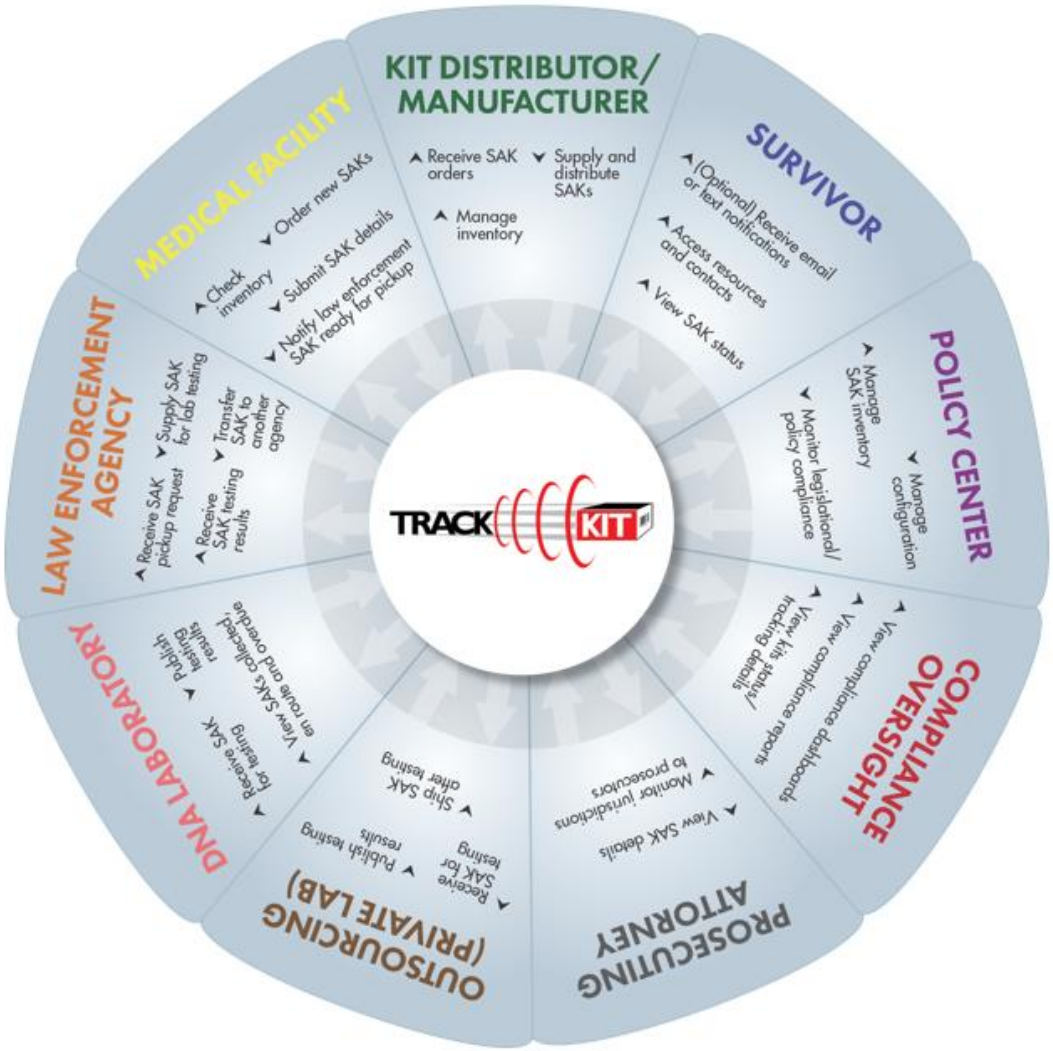
Appendix B – Track-Kit Functionality

Track-Kit tracks every SAEK from the point of ordering through to laboratory processing to deliver accountability, transparency and information-sharing among all stakeholders.

SUPPORTING ALL KEY STAKEHOLDERS

Figure A below depicts the nine Track-Kit stakeholder web portals available today out-of-the-box followed by a high level description of the feature set for each portal. Note that in the graphic, SAK is equivalent to SAEK.

Figure A: Track-Kit Web Portals



Using Track-Kit, jurisdictions of all sizes are able to keep key people informed, including survivors, medical facility staff, law enforcement officers, prosecuting attorneys, DNA laboratory staff, private labs, and kit distributors.

Features Overview

Know where kits are and when they should arrive:

Using a secure, easy-to-use web-based portal specifically designed for their role, each user can view the list of kits in their custody or in transit. Users are alerted if a kit is not received by the specified deadline. If a kit is late, the user can look up where it was last located.

Better data with less effort:

Users capture critical kit data at every step using a bar code scanner; if one is not available, information can be manually entered.

Be proactive:

Track-Kit provides electronic notifications to ensure that stakeholders are alerted when the status of a kit changes and specific actions must be taken such as (but not limited to) when a kit at a hospital is ready for pick up by the designated law enforcement agency.

Inform survivors:

Track-Kit allows survivors of a sexual assault to anonymously track the status and location of their kits. Survivors can opt-in to receive notifications regarding the status of their kits.

Track kits outsourced to private labs:

If you send some or all of your kits for processing to a private lab, you can track their location and status, and generate reports on completion and turnaround performance. The private lab and submitting agency (LEA or laboratory) is able to view how many kits are in transit to the private lab and track all kits in their possession and in transit back to the agency following processing, and generate reports. Every party knows the location and status of all their jurisdiction’s kits.

Never run out of kits:

Medical facility staff can easily check inventory and, where authorized, place orders through Track-Kit to maintain an adequate supply. Staff can be notified when kits are about to expire so that they can be destroyed, if that is the policy. Authorized users can reconcile kit orders,

inventory, distribution, submission, receipt and destruction, to maximize efficiency, save money and ensure that usable kits are always where they need to be.

Easily deploy to thousands of users:

Track-Kit is mobile device-friendly (iOS and Android phones and tablets) and is easily deployed to an unrestricted number of users and sites. It is browser-based and intuitive so that users are productive right away.

Import your existing kits:

Users can import and track existing kits into Track-Kit. STACS DNA will work with the client to determine the required information and load the required data as part of the initial system setup.

Data is protected end-to-end:

Track-Kit ensures that data is secure. Each user is granted access rights appropriate for their role, and must log in to Track-Kit for access. Cloud-based implementations employ secure storage, multifactor authentication, encryption, key management and threat management protections.

Web Portal Functional Overview

Users can do the following via their secure, password-protected web portal.

Survivor Portal:

- Access the portal via mobile device or computer
- Opt-in to email or text message notifications
- View processing status, current location and location history
- Access survivor-based, location-specific resources such as websites, documents and contact information
- Access information in multiple languages (as supported)
- Access, download and print a release form (provided by client) to change consent decision from ‘No’ to ‘Yes’ (instead of being required to visit the Medical Facility onsite)

Medical Facility Portal:

- Capture collected kit details, including the bar code and by whom/where/when the kit was collected
- Specify if the survivor wishes to inform the law enforcement agency and submit their kit for forensic testing
- Notify the lab when kits are collected

- Notify law enforcement when kits are ready for pickup
- Check inventory, order new kits, receive kits
- Store and destroy expired unreleased (non-report) kits
- Setup and indicate lockboxes for medical facility workflows that store kits externally while awaiting pickup (kits are dropped off in lockboxes by Medical Facility and picked up by Law Enforcement Agencies or DNA Laboratories)
- Generate kit collection reports

Law Enforcement Agency Portal:

- Receive notifications when kits are ready for pick-up from medical facilities and/or DNA laboratories
- Record the date/time kits are picked up and delivered to/from DNA laboratories
- Maintain inventory of uncollected kits to be passed on to nurses, order new kits, receive kits
- Store and destroy expired unreleased (non-report) kits
- Transfer kits to another agency; both agencies receive a notification email
- Review lab conclusions and (optionally) release conclusion details to the survivor
- Generate reports related to kits that have been picked up
- View the list and generate reports of kits outsourced to a private lab, and their delivery, receipt, completion status and turnaround time

Prosecuting Attorney Portal:

- Assign one county to one prosecutor office or assign more than one county to a prosecutor site should responsibilities cross county lines
- Assign jurisdictions to prosecutors
- Input key fields for each case:
    - Prosecutor “Accepts” or “Declines” case
    - Prosecution complete date
    - Prosecution results (configurable through the system Policy Center), for example: Acquittal, Charges dismissed, Conviction following trial, Mistrial, Plea bargain
- View Kit Details
    - Medical Facility collection information
    - Assigned law enforcement agency information:
        - Pickup and receipt dates
        - Pickup officer
        - Assigned officer
        - Law enforcement case number
        - Date law enforcement refers case to prosecutor
        - Date law enforcement does not refer case to prosecutor and corresponding reason

        - Date of arrest
    - Processing results entered by laboratory (if released by laboratory)
    - Whether the LEA has released the conclusions to the survivor

DNA Laboratory Portal:

- View the list of collected kits and those currently in transit to the lab
- View the list of overdue kits and where they were collected
- Record the date/time kits are received from law enforcement agencies
- Document user-definable conclusions for each kit, such as profile obtained, CODIS hit, screening completed and case completed
- Maintain inventory of uncollected kits to be passed on to nurses, order new kits, receive kits
- Store and destroy expired unreleased (non-report) kits
- Transfer kits to another laboratory; both laboratories receive a notification email
- Store completed kits instead of returning to law enforcement (different endpoint for "Tracking Complete")
- Allow two laboratories to concurrently work on one kit as some labs only do screening and send extracts to second laboratory while tracking the kits (not tracking the extracts)
- Receive notifications when kits are nearing its processing deadlines
- Generate notifications when kits are ready to be picked up by an agency
- Generate reports on turnaround time and backlog
- View the list of kits outsourced to private labs, and their delivery, receipt and completion status
- Generate reports related to kits outsourced to private labs, their completion status and turnaround time

Outsourcing (Private Lab) Portal (Optional):

- View the list of kits in transit to and received by the private lab
- View the list of kits completed by the private lab and not yet received by an agency
- Generate reports on the kits received, completed and turnaround time

Kit Distributor/Manufacturer Portal:

- Receive kits from the manufacturer and manage inventory
- Associate passwords catered to the state standard for password requirements
- Receive orders and ship kits to medical facilities and agencies
- Generate order reports

Policy Center Portal:

- Bulk import site and user information for easy and efficient onboarding

- Used to set the rules, configuration, roles and permissions for the system
- Set thresholds for notification
- Define portal roles and manage security, access rights and user accounts
- Manage kit conclusions that can be made available to survivors
- Provide survivors access to resources based on their location and in their language
- Define performance metrics displayed in each portal-specific dashboard
- Post and manage bulletin board entries for each portal
- Manage kit inventory—reconcile kit orders, inventory, distribution, submission, receipt and destruction
- Generate reports on user activity, auditing records and jurisdiction-wide kit inventory

Compliance Oversight (Optional):

- Generate dashboards and reports aimed at evaluating compliance of stakeholders (where applicable) to state legislation
- Define fiscal reporting year
- Share compliance results with each stakeholder (optionally with Compliance comments) and allow stakeholder to mark as ‘Reviewed’ (optionally with Stakeholder comments); allows for open communication to address skewed stats, random anomalies, etc.
- View detailed local and statewide kit status and tracking details

Appendix C – Data Transition Plan

Purpose of the Transition Plan

Should the client ever decided to move to a different system, STACS DNA will create a data transition plan that will describe in detail the strategy, preparation, and specifications for exporting all data from the Track-Kit system into external files using standard file formats and ready for upload in CVAD's new system of choice.

This plan will also:

1. Describe the overall approach, assumptions, and processes that will be used in the data export process.
2. Include the Track-Kit data dictionary and data model.
3. Describe the process for data extraction and transformation (as required).
4. List the tools needed to execute the data export.
5. Strategy for data quality assurance and control.

Assumptions, Constraints and Risks

Assumptions

STACS DNA will describe any assumptions or dependencies regarding the data export effort. These may be related to software or hardware, operating systems, end-user characteristics, and/or the data that must be available for the conversion.

Constraints

STACS DNA will identify any limitation that must be taken into consideration prior to data export from Track-Kit that may have a significant impact on the data export effort.

Such limitations or constraints may be imposed by any of the following:

1. Hardware or software environment.
2. End-user environment (e.g., user work and delivery schedules, timeframes for reports, etc.).
3. Availability of resources.
4. Interoperability requirements (e.g., the order that data is processed by each system involved in the conversion).
5. Interface/protocol requirements.
6. Data repository and distribution requirements (e.g., volume considerations, such as the size of the database and amount of data to be exported; the number of reads and the time required for data exports).
7. Referential data integrity.
8. Time allowed to complete the export process.

9. Security Requirements.

Risks

STACS DNA will describe any risks that may be associated with the data export and proposed mitigation strategies.

Data Export Strategy

Data Export Scope

STACS DNA will provide a general description of the boundaries of the data export effort. This may include specific system functions affected and functions/data not affected/exported.

We will also provide a high-level mapping of the data and data types to be exported (e.g., the amount, type, and quality of the data and any cross-reference complexities.)

Data Export Approach

STACS DNA will describe the approach that will be used to export and transform (as required) data from Track-Kit.

As part of the approach, we will consider the following:

1. Identify if the data export process will be implemented in phases or stages, and if so, identify which components will undergo data export in each phase.
2. Identify what data related to specific business processes will be exported first.
3. Describe any automated data conversion tools that will be used (e.g., Extract, Transform, and Load (ETL) tools).
4. Identify and describe any part of the data export process that will be performed manually (if any).
5. Identify and describe any custom-developed conversion programs that will be needed (if any).
6. Describe security and privacy controls required for the conversion process (if any).
7. Describe the disposition of obsolete or unused data that is not converted (if any).

Roles and Responsibilities

STACS DNA will list all stakeholders and document their roles and responsibilities in the data export process.

Export Schedule

STACS DNA will provide a schedule of data export activities to be accomplished in accordance with this data transition plan. The schedule will show the required tasks in chronological order, with beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones.

Data Quality Assurance and Control

Track-Kit uses robust database and transaction consistency processing technologies to ensure quality and integrity of the data. To address the unlikely event where there could be data quality issues, STACS DNA will identify the types of data quality problems that may occur including but not limited to the following considerations:

1. Garbled content (e.g., multiple uses for a single field).
2. Invalid record relationships (e.g., broken chains in set relationships, orphan records (on natural key), mismatched keys (set vs. natural key)).
3. Invalid content (e.g., values out of defined range, code fields not on a valid list of values or lookup table, blank fields (optionality), inconsistent use of defaults).
4. Context changes (e.g., historic changes to operational parameters.
5. Behavior issues (e.g., variations in actual data from planned constraints of size, data type, validation rules, and relationships).

STACS DNA will describe the strategy to be used to ensure data quality before and after all data exports. We will also:

1. Describe the approach to data scrubbing and quality assessment of data before they are marked as ready to be moved to the new system.
2. Describe the manual and/or automated controls and methods to be used to validate the export and to ensure that all data intended for export have been exported.
3. Describe the process for data error detection and correction, and the process for resolving anomalies.

Data Export Specifications

STACS DNA will provide a detailed data dictionary of the Track-Kit system and corresponding physical data model.

We will also provide transformation/cleansing rules for each data element and any other additional considerations. Transformation and cleansing rules may include, but not limited to, the following:

1. Translation of literal value(s) to literal value(s).
2. Default null to literal value.
3. Empty field processing (i.e., null to space or space to null).

4. Formulas (i.e., simple equations and mathematical expressions).

Data Dictionary

The data dictionary will provide a description of the custom types that are used throughout the database for each field and the list of the metadata fields used to track record creation and the last time records are updated across all database tables.

The data dictionary will also provide a full list of the Track-Kit tables presented in alphabetical order using a tabular format as depicted below.

Table name: <Table name 1>		
Field name	**Data type**	**Description**
<Field name 1>	<Data type>	<Description for Field name 1>
<Field name 2>	<Data type>	<Description for Field name 2>
<Field name 3>	<Data type>	<Description for Field name 3>
<Field name n>	<Data type>	<Description for Field name n>

Data Model

The data model will be presented graphically and will clearly display all relationships between data objects including database keys and referential integrity rules.

Acronyms

STACS DNA will provide a list of acronyms and associated literal translations used within this plan.

List the acronyms will be presented in alphabetical order using a tabular format as depicted below.

Acronym	**Literal Translation**
<Acronym 1>	<Literal Translation 1>
<Acronym 2>	<Literal Translation 2>
<Acronym 3>	<Literal Translation 3>
<Acronym n>	<Literal Translation n>

Glossary

STACS DNA will provide clear and concise definitions for terms used within this plan that may be unfamiliar to readers of the document.

Terms will be presented in alphabetical order using a tabular format as depicted below.

Term	**Acronym**	**Definition**
<Term 1>	<Acronym 1>	<Definition 1>

<Term 2>	<Acronym 2>	<Definition 2>
<Term 3>	<Acronym 3>	<Definition 3>
<Term n>	<Acronym n>	<Definition n>

Appendix D – Business Continuity and Disaster Recovery Plan

Product Architecture

Figure 1 illustrates the interaction of technologies and the relationship between the various components of the proposed system.

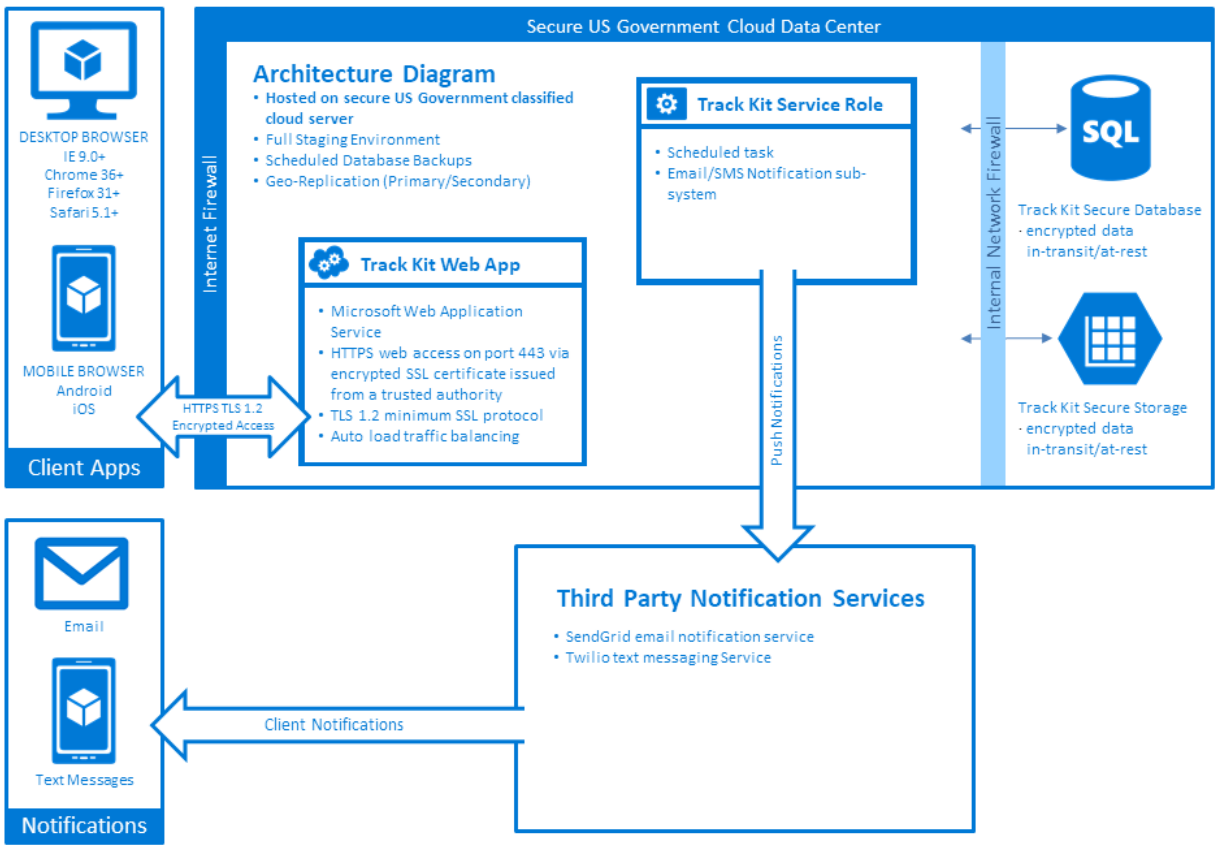


Figure 1: Track-Kit System Components and Technologies

Security Requirements

1. At rest data is stored using AES-2556 symmetric key encryption performed in real time during read/write using Intel AES-NI hardware acceleration. Database and Transaction Log backups are encrypted at rest. New encryption keys are employed every 90 days.
2. Secure communication is implemented using the TLS 1.2 minimum protocols. The website is fully encrypted (including the login page) using a 2048 bit signed certificate from a registered Certification Authority.

3. The system employs anti-forgery tokens on all web pages to protect against cross-site scripting attacks.
4. In transit communication between the web server and database server is encrypted and the database server is protected by an additional firewall.

Business Continuity and Disaster Recovery Plan

Site Availability

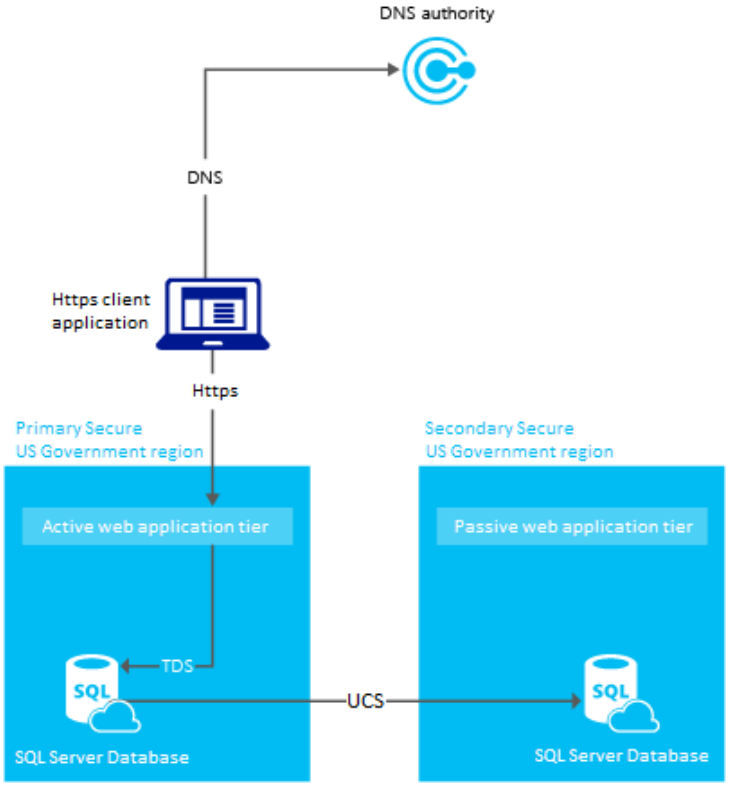
STACS DNA configures its systems for high availability. All services and databases are duplicated in geo-replicated availability sets to provide redundancy in the event of a failure.

Using a Load Balancer, we distribute incoming traffic to the appropriate availability set based on geographic location to optimize performance for the best possible end user experience.

If the traffic load increases to higher than expected levels, our automatic load balancer will engage and spin up new server instances to cope with the increased demand. New instances will slowly scale back as site demand decreases.

Data Server Continuity and Recovery Plan

As shown below the database is geo-replicated between our primary and secondary locations using active transaction duplication, and has automatic failover in place.



The SQL Database maintains multiple copies of all data in different physical nodes located across fully independent physical sub-systems. This mitigates outages due to failures of individual server components.

Data is written to both the primary database and one secondary replica using a quorum based commit scheme before the transaction is considered committed. If the hardware fails on the primary replica, the SQL Database detects the failure and fails over to the secondary replica. In case of a physical loss of a replica, a new replica is automatically created. The result is that there are always at least two physical, transactionally consistent copies of the data in the data center.

In the event of a failure of the primary database server, the automated recovery service will immediately activate the secondary database server and will dynamically update all active computer deployments to use the new SQL connection.

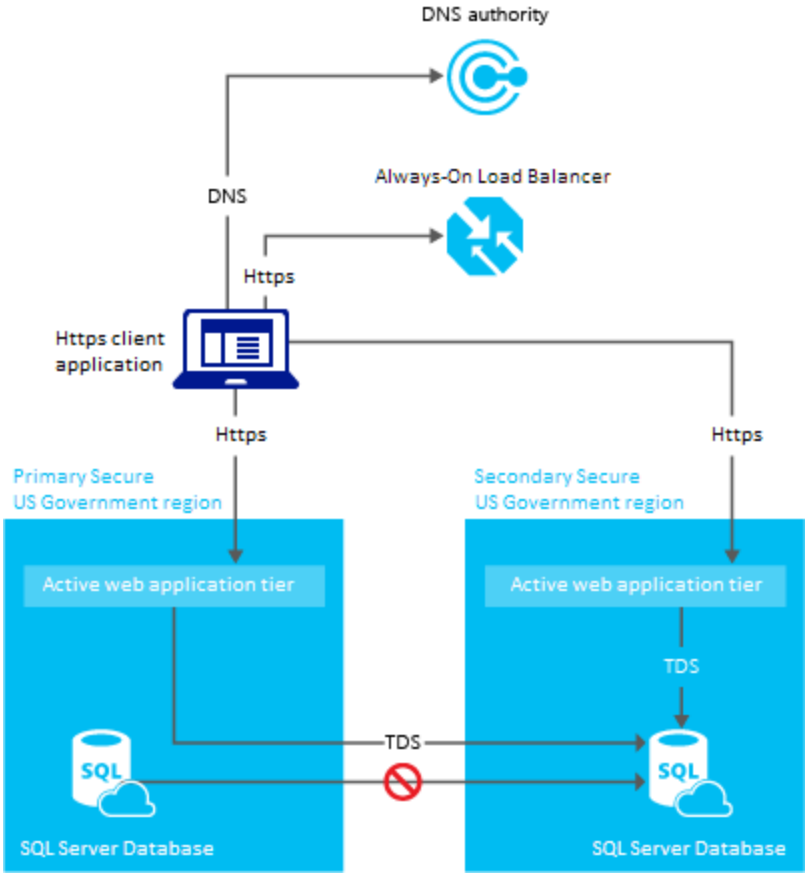


Figure 3

Full Data Center Outage Recovery Plan

In the rare event that an entire data center goes down (hurricane, earthquake, etc.), the Load Balancer constantly monitors site availability and initiates the orchestration of a failover to one of our geo-replicated availability sets.

If needed, additional availability sets are created at this time to guard against a full data center outage to the new activated failover set.

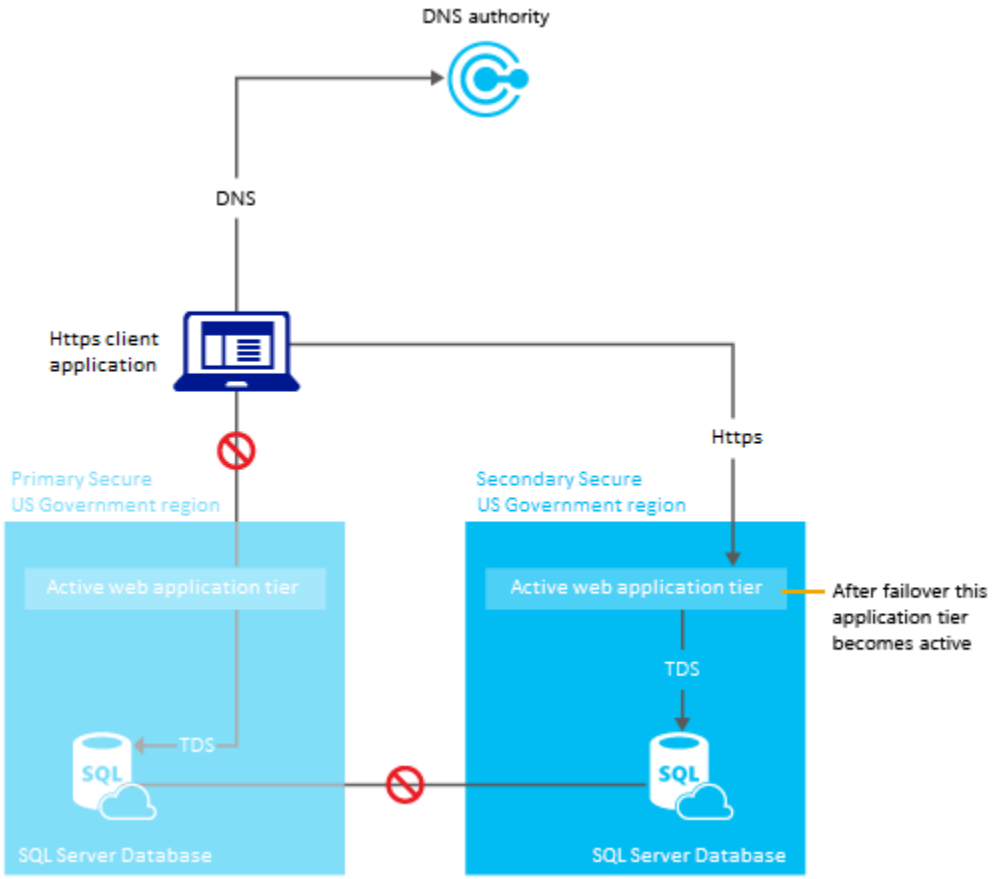


Figure 4

Full database backups are created weekly, differential database backups are created every few hours, and transaction log backups are created every 5 - 10 minutes. Backups are retained for a period of 5 weeks. All database files, backup files, and log files at rest are encrypted

List of Acronyms

Acronym	Description
DNS	Short for Domain Name System (or Service or Server), an Internet service that translates domain names into IP addresses. Because domain names are alphabetic, they're easier to remember. The Internet however, is really based on IP addresses.
HTTP(S)	Hypertext Transfer Protocol Secure (HTTP) is a combination of the Hypertext Transfer Protocol (HTTP) with the Secure Socket Layer (SSL)/Transport Layer Security (TLS) protocol. TLS is an authentication and security protocol widely implemented in browsers and Web servers.
SQL	Structured Query Language is a special-purpose programming language designed for managing data held in a relational database management system (RDBMS), or for stream processing in a relational data stream management system (RDSMS).
TDS	Tabular Data Stream (TDS) is an application layer protocol, used to transfer data between a database server and a client. It was initially designed and developed by Sybase Inc. for their Sybase SQL Server relational database engine in 1984, and later by Microsoft in Microsoft SQL Server.
UCS	UCS is a converged data center architecture that integrates computing, networking and storage resources to increase efficiency and enable centralized management.

Appendix E – Track-Kit Reports

This is the list of Track-Kit reports available out-of-the-box grouped portal type. Please note that the Policy Center has access to all reports.

Policy Center

Admin Overview:	Use the Admin Overview report to view a variety of high-level statistics, including total kits, kits collected and turnaround times.
Kit Audit History:	Use the Kit Audit History report to view kit activity, including status changes, information edits and important dates.
NIJ Grant:	Use the NIJ Grant report to generate statistics for the National Institute of Justice, including the number of kits in possession, number of kits released to law enforcement and number of kits that have completed laboratory analysis.
User Activity:	Use the User Activity report to view a specific user's activity by date range, including logins, kit updates and setting updates.

Medical Facility

Collected Kits:	Use the Collected Kits report to view collected kits, sorted by barcode and broken down by collection date and kit status.
Collection Audit:	Use the Collection Audit report to view your medical facility's inventory, including kit barcodes, collection dates and assigned law enforcement agencies (for released kits).
Order History:	Use the Order History report to view your medical facility's order history during a specific time period. It includes each order's details, such as the date of creation, current status, number of kits requested and number of kits shipped to date.
Point in Time:	Use the Point in Time report to view your medical facility's collected kits and their details from a specific date, broken down by law enforcement agency.

Law Enforcement Agency

Kit Backlog:	Use the Kit Backlog report to view kits that have been backlogged for a specific number of days (or more).
Received Kits:	Use the Received Kits report to view kits that have been picked up from the medical facility within a specific date range.

Unprocessed Kits:	Use the Unprocessed Kits report to view kits that were never submitted to the laboratory, either because they were not sent yet, or because the tracking was completed without requiring laboratory processing.
Point in Time:	Use the Point in Time report to view a law enforcement agency's received kits and their details from a specific date, broken down by assigned law enforcement agency.

Laboratory

Completed Kits:	Use the Completed Kits report to view kits that have completed laboratory processing within a specific date range, broken down by law enforcement agency.
Turnaround Time:	Use the Turnaround Time report to view kits that were completed within a specific date range, broken down by law enforcement agency. For each kit, you can view the submission date, lab complete date and turnaround time.
Kit Reception:	Use the Kit Reception report to view kits that were received within a specific date range, broken down by submission date and law enforcement agency.
Point in Time:	Use the Point in Time report to view your laboratory's received kits and their details from a specific date, broken down by law enforcement agency.

Appendix F – Training Courses

Track-Kit training courses described below are tailored for each stakeholder group and for each type of users. The current (out-of-the-box) training courses below will be adapted to meet the specific needs of CVAD.

Training for Policy Center Portal

Audience: Superusers, System Administrators.

Purpose: The Policy Center allows superusers to oversee and manage Track-Kit system-wide. Training will not only include initial system setup and configuration, but you will also learn how to manage the system on a day-to-day basis using many of the features available.

Course Abstract	Content
Overview and Introduction to Track-Kit	• Layout and navigation of the Policy Center • Common tasks • User profile and account settings • Contact Us • Increase/decrease font sizes • Worklists • Search using the grids - filter • Export – PDF, print • Help Center
Communicating with Track-Kit Users	• Create Bulletin Board Messages
Managing and Overseeing Conclusions	• Creating Conclusion names and descriptions
Managing the Help Center	• Adding FAQs to each portal type • Adding videos to each portal type
Managing Notifications and Notification Recipients	• Adding notifications • Adding recipients
Managing Survivor Resources and Establishing Security Questions for survivors	• Adding and editing survivor resources for the survivor portal • Setting up security questions for survivor access
Managing Portals	• Adding and editing portal roles, portal sites and portal users • Applying multi-site access to Policy Center user accounts
Generating Reports	• Policy Center is able to generate performance metrics for all portals
Dynamic Search	• Add multiple layers to your searches • Save your queries • Make it public to other users
System Management	• Managing configuration tables, system settings and terminologies

Training for Medical Facility Portal

Audience: Medical Facility employees and nurses, Portal Administrators.

Purpose: Medical Facility users will learn about their role in entering key collection details on a kit. They will also learn how to receive uncollected kits into inventory.

Course Abstract	Content
Overview and Introduction to Track-Kit	• Login page • Forgot your password – reset link sent to your email • Layout and navigation of a medical facility site • User profile and account settings • • Increase/decrease font sizes • Common tasks • Worklists • Search using the grids - filter • Export – PDF, print • Help Center • Track-Kit support to chat with an agent
Viewing Orders and Receiving Shipments from Distributors	• View orders • Receive incoming shipments

Collecting a Kit	• Scan a kit
	• Complete Kit Details section
	  ○ Juvenile -> locks consent to Yes
	  ○ Notification email sent to LEA that kit is ready for pickup

Password for Survivors	• Passwords for survivors are generally set and created at the Distributor before they arrive at the Medical Facility • In some instances, you may need to set or reset the survivor password. • Set Survivor Password • Reset Survivor Password • Email – Track-Kit does not store information
Collected Worklist	• Lists kits that are ready for LEA pickup • Lists kits that are stored at the MF, where survivor has not consented to forensic testing
Retrieving a Kit in Possession of a Different Medical Facility	• Kit Transfer > Confirm Yes to transfer • Either move to Uncollected worklist (if Uncollected) or Complete Kit Details (if collected)
Missing Information Kits	• We never block the workflow of the kit • Kit appears in Missing Information at either or both MF and LEA • Fill in missing information • All other fields are locked because it has already moved on

Course Abstract	Content
Generating Reports	• Configure to your preferences and save for future reports
Dynamic Search	• Add multiple layers to your searches • Save your queries • Make it public to other users
Discarding Kits	• Reasons to discard a kit • How to discard • How to retrieve a discarded kit
Roaming Collector	• Once added as a roaming collector, nurse can collect at any of the MFs where they have been associated
Administration Center	• Update Contact Information • Associated Agencies • Track-Kit Users • Roaming Collector • Collectors • Notification and Notification Recipients • Bulletin Board Messages

Training for Law Enforcement Agency Portal

Law Enforcement Agency employees and officers, Portal Administrators.

Purpose: Law enforcement acts as the hub for picking up and receiving kits from both the medical facility and the lab. Law enforcement users will learn how to navigate Track-Kit to pickup and receive kits before and after processing. They will also learn to set any actions to kits if required.

Course Abstract	Content
Overview and Introduction to Track-Kit	• Log in page • Forgot your password – reset link sent to your email • Layout and navigation of a law enforcement site • User profile and account settings • Increase/decrease font sizes • Common tasks • Worklists • Search using the grids - filter • Export – PDF, print • Help Center • Track-Kit support to chat with an agent

Picking up Kits from the Medical Facility	• Resides in the MF Pickup Required worklist
	• Kit Status: Ready for Pickup
	• Consent for Forensic Testing determines whether the kit will go to lab or gets stored at the law enforcement agency
	  ○ If Yes -> kit moves to Pending Analysis worklist
	  ▪ Kit Status: In LEA Possession (Pre-Lab)
	  ○ If No -> kit moves to LEA Possession (For Storage Only) worklist
	  ▪ Kit Status: In LEA Custody (For Storage Only)
	• Complete any additional fields such as Pickup Date, Pickup Officer, Assigned officer, Case Number
	• Any fields that are marked with a red asterisk are mandatory

Picking up Kits from the Laboratory	• Resides in the Lab Pickup Required worklist • View Kit Details • Complete additional fields such as Pickup Date, Pickup Officer, Assigned Officer and Case Number
Transferring Kits and Outsourcing to Private Labs	• Initiate and accept kit transfers from: ○ within state LEAs, out-of-state LEAs, out of state labs • Outsource kits to a private lab
Managing Survivor Access to Processing Details	• Action Required
Password for Survivors	• How to reset Survivor Password ○ If sent by email – Track-Kit does not store information
Missing Information Kits	• Track-Kit does not block the workflow of the kit

Course Abstract	Content
	• Kit appears Missing Information in either or both MF and Lab • Fill in missing information
Generating Reports	• Configure to your preferences and save for future reports
Discarding Kits	• Reasons to discard a kit • How to discard • How to retrieve a discarded kit
Dynamic Search	• Add multiple layers to your searches • Save your queries • Make it public to other users
Roaming Officer	• Once added as a roaming officer, officer can receive kits at any one of the LEAs where they have been associated
Administration Center	• Organization and Contact information • Associated Agencies • Users • Notifications and Notification Recipients • Bulletin Board messages • Portal Site Settings • Roaming Officer

Training for Laboratory Portal

Audience: Laboratory employees, Portal Administrators.

Purpose: Labortaory portal users will learn how to receive kits and enter results of processing.

Course Abstract	Content
Overview and Introduction to Track-Kit	• Log in page • Forgot your password – reset link sent to your email • Layout and navigation of the laboratory portal • User profile and account settings • Contact Us • Increase/decrease font sizes • Common tasks • Worklists • Search using the grids - filter • Export – PDF, print • Common tasks • Help Center
Receiving Kits from Law Enforcement Agencies	• Resides in In Transit worklist ready for receipt • Once received, ready for processing – In Process • After processing, ready for pickup by LEA – Completed
Processing Kits and Managing and Editing Conclusions	• Once processed, enter test results including dates and conclusions • Edit conclusions
Transferring Kits and outsourcing to Private Labs	• Initiate and accept kit transfers from • Outsource kits to a private lab
Generating Reports	• Configure to your preferences and save for future reports
Dynamic Search	• Add multiple layers to your searches • Save your queries • Make it public to other users
Administration Center	• Update Contact Information • Track-Kit Users • Notification and Notification Recipients • Bulletin Board Messages • Portal Site Settings

Training for Prosecutor Portal

Prosecutor's office employees and attorneys, Portal Administrators.

Purpose: The prosecutor user will learn how to use Track-Kit to review kits/cases. Prosecutors are able to review all entries made about a kit that is assigned to them - from collection, to pickup, to processing at the lab.

Course Abstract	Content
Overview and Introduction to Track-Kit	• Login page • Forgot your password – reset link sent to your email • Layout and navigation of the laboratory portal • User profile and account settings • Contact Us • Increase/decrease font sizes • Common tasks • Worklists • Export – PDF, print • Help Center
Finding Kits	• Learn how to view, filter and search through all kits specific to their assigned county

Appendix G – Project Management Plan

To manage the delivery of the this project, the STACS DNA Project Manager will create a Project Plan that is based on the Company Standard Procedure for Project Management (CSP-PM). The CSP-PM uses hybrid Agile/Waterfall software development methodologies and is based on accepted Project Management Body of Knowledge (PMBOK) standards tailored to STACS DNA products and services. The Project Plan will be used as a briefing document to provide a basic reference for those involved in the project execution.

The Project Plan will define all aspects of the management process including:

- Management Team Roles and Responsibilities
- Scope Definition and Control
- Planning and Scheduling
- Project Meetings
- Cost Control
- Quality and Validation
- Communications
- Risk Management
- Issues Management
- Project Closeout
- Post-Implementation Ongoing Support

Management Team Roles and Responsibilities

STACS DNA has assembled a project team of highly skilled and motivated resources to manage and execute the project in accordance with the CSP-PM. The team members have collaborated on multiple similar projects in the past and have developed strong working relationships. Their experience delivering customer-focused solutions will help ensure that the CVAD SAEK Tracking System implementation runs smoothly and effectively.

The core team is comprised of:

- Project Director – Steve Gareau
- Project Manager – David Scollon
- Field Application Specialist (FAS) Lead – Kyle Kipp
- Software Development Lead – Olivier Diguer

Scope Definition and Control

Project Scope

STACS DNA will schedule and conduct a Knowledge Transfer and Joint Application Design (KTS/JAD) session to reconfirm the SAEK Tracking System Scope.

The FAS Lead will produce a set of JAD notes, to be reviewed by CVAD, that will identify any incomplete, ambiguous or conflicting requirements. This gap analysis will ensure that specific project requirements and deliverables, defined by the CVAD RFP and the STACS DNA Proposal, are included in the project design specifications.

The JAD notes, in conjunction with the contract, will serve as a basis for the first draft of the Software Requirements Specification (SRS) to be written by the FAS Lead. The SRS will be revised iteratively in collaboration with CVAD to produce the final, client-approved SRS. The FAS Lead and the Project Manager will define the project work plan in our Axosoft management platform, which applies Agile methodologies to the software development process. The structure of features within Axosoft is analogous to a PMBOK Work Breakdown Structure (WBS). The Axosoft work plan will specify the project deliverables including tasks, resource assignments, progress, effort remaining, quality/verification, incidents and software releases.

The work plan will be used to drive the project schedule and budget.

Deliverables

STACS DNA will provide all requested deliverables in accordance with the RFP and discussions following contract award, including, but not limited to:

1. Gap Analysis and Specification Development
    a. KTS/JAD Session Notes
    b. Detailed System Requirement Specifications
2. System Development and Customization
    a. Software Customization & Test Complete
    b. Security Review Complete
    c. System Setup / Configuration – UAT Ready
    d. System Acceptance Deliverable
    e. Phase I – Roll-Out Support to Initial Group
    f. Phase II – Statewide, Regionally Phased Implementation Roll-Out Support
    g. Business Continuity and Disaster Recovery Plan
3. Training, Documentation and Help Center
    a. Training Sessions – Planning & Execution
    b. Training videos
    c. End User Documentation
    d. Help Center Documentation – including FAQs, Webinars, Videos
4. Project Management
    a. Project Plan & Schedule (including Risk, Communications, Change, Quality, Security and Implementation Management Plans)
    b. Weekly Project Status Meetings

Software Development Plan

STACS DNA is proposing to provide Track-Kit, its existing off-the-shelf software platform designed specifically for SAEK tracking. Track-Kit will require minimal software customization to meet the specific requirements of the CVAD SAEK Tracking System.

The software customization process will be managed by the Software Development Lead.

Site Implementation Plan

Track-Kit is a cloud-based solution hosted on the Microsoft Azure Government Cloud platform or the AWS Government Cloud platform. Users access Track-Kit through a web browser and Track-Kit does not require any site-specific implementation at CVAD' facilities. Track-Kit set up and configuration can be performed at STACS DNA.

Site implementation will consist of Policy Center and initial pilot user training.

Training Plan

Our Training Plan is in section **4.2.h.ii Information and resources to train authorized users**.

Change Management

Change management is the process of managing potential deviations in the project's scope. This control is essential to deliver projects on time and on budget. STACS DNA believes that an efficient Change Management process needs to be a balance between flexibility and control.

STACS DNA will use its Axosoft management platform and its corresponding Customer Portal to communicate, assess, monitor, and control all changes to the CVAD SAEK Tracking System project.

STACS DNA's Project Manager will be responsible and accountable for the management of the project scope (creep or reduction). Major change requests, which change the scope of the system initially measured against the final set of baseline system requirements, will be formally documented. The revised system requirements will form the foundation for the remainder of the project and any further change requests.

This change management log will be continually updated throughout the project and the Project Manager will be accountable for ensuring that only approved changes to this base are incorporated into the system.

Formal processes aside, every individual assigned to the project has an inherent responsibility to identify project scope changes and opportunities that will provide better functionality, reduce risk or lower costs. This individual responsibility for change management will be articulated and repeated to all team members.

Regardless of impact, the fundamental tenet of our approach is the information capture and the discipline of a 'sober second look' at changes while not hampering creativity.

Our proposed processes for managing change is as follows:

- Change Requests (CRs) submitted via the Customer Portal is the vehicle for communicating changes. Each CR must describe the nature of the change, the rationale for the change, and finally the impact that the requested change will have on the project
- Once submitted, the CR will be reviewed by the project authorities (Project Managers) from both parties (CVAD and STACS DNA) in order to either reject the change or approve it for further investigation
    - If approved for further investigation STACS DNA's Project Manager will inform the client of the charges for conducting the investigation

- Once completed the investigation will determine the impact of implementing the requested change; i.e. the impact it will have on price and project schedule
- A written and signed authorization (from both parties) is required by STACS DNA before any work in relation to the CR is initiated

Planning and Scheduling

After contract award, the Project Manager and the Software Development Lead will develop a design activity schedule from the Axosoft management platform work plan.

The Software Development Lead is responsible for monitoring the design activity, verifying compliance with the schedule and determining acceptable solutions to any potential schedule risk.

The Software Development Lead will advise the Project Manager of any design activity schedule risks.

The Project Manager will monitor schedule performance on a continuous basis. Achievement dates will be tracked to determine the impact on schedule milestones.

The Project Manager will identify and track the schedule's critical path, develop risk mitigation plans to address possible schedule deviations and issue weekly project schedule updates to the Project Team.

The Software Development Lead will ensure that CVAD' technical project requirements are fully addressed and incorporated into the software development.

Project Meetings

Internal Project Meetings

STACS DNA holds weekly Management, Project and Department level meetings to coordinate projects, resource allocations and development issues.

STACS DNA – CVAD Project Meetings

The STACS DNA Project Manager will organize and chair periodic meetings with CVAD to discuss project tasks, schedules, progress and issues. The meetings also allow the project team to identify and resolve issues and potential conflicts. Action plans can be created and solutions monitored.

Knowledge Transfer Session and Joint Application Design (KTS/JAD) Meeting

Upon contract award, the FAS Lead will perform a preliminary gap analysis based on the contract and RFR. A KTS/JAD session will be held with CVAD to discuss any incomplete,

ambiguous or conflicting requirements. Based on the outcome of the KTS/JAD session, the FAS Lead will issue a set of JAD notes and highlight any out-of-scope requirements to CVAD.

Community Engagement Meeting

As required, the SMEs will be involved in the Planning phase via "Community Engagement" sessions which will provide an opportunity for key stakeholders from each user group (SANEs/Medical Facilities, Law Enforcement, Labs, Prosecutors, and Victim Advocates) to get an early look at the Track-Kit application. By seeing the application at this stage, SMEs will have the opportunity to make suggestions for improving the software and/or identify any potential major roadblocks in the workflow.

Weekly Status Meetings

The STACS DNA Project Manager and other appropriate key personnel will attend weekly status meetings with the CVAD Project Manager and other members of CVAD during the project at mutually agreed upon days and times. These meetings will follow a pre-set agenda jointly prepared by the STACS DNA Project Manager and CVAD Project Manager, but will also allow both STACS DNA and CVAD to discuss other issues that may concern either party.

It is anticipated that most of the Weekly Status Meetings can be held via conference call.

Cost Control

The STACS DNA Project Manager will establish a project budget based on the Axosoft work plan. The Project Manager will monitor the progress of cost expenditures on a daily, weekly and monthly basis. All project related costs such as labor, contractors, variances and change orders will be tracked.

STACS DNA's Timesheets system will be used to track labor resource use. The STACS DNA Accounting Team will provide the Project Manager with a weekly labor report indicating all personnel and associated hours charged to the project.

Each Team lead will provide "time to complete estimates" for each development task. The Project Manager will use the "time to complete estimates" to forecast budget compliance and identify schedule risks.

The Project Manager will provide budget updates to STACS DNA Senior Management on a semi-monthly basis.

Quality and Validation

The FAS Lead will prepare the project validation plan based on the project requirements and the Axosoft work plan. The validation plan will be used to verify that the final system delivered to CVAD meets the contract requirements.

Communications

The STACS DNA Project Manager is responsible for all communications with CVAD. The Project Manager will establish lines of communication with designated STACS DNA personnel and CVAD personnel to ensure that the customer is kept informed of all relevant aspects of the project performance including quality, technical and contractual issues.

Communications Plan

The Communications Plan will ensure timely communication between the STACS DNA and the CVAD project teams.

The proposed Communication Plan is comprised of two major elements:

1. Weekly Status Meetings – Conference Calls:
    a. The weekly conference call will occur at a day and time to be established between the STACS DNA and CVAD project managers.
    b. This activity will allow both of the project managers and key project team members to discuss project status and issues, if any.
    c. This activity will be initiated by the STACS DNA project manager.
2. Ad-hoc Conference Calls:
    a. Ad-hoc communication will be conducted to address any topic or issues that would require immediate assistance or may not fall within the scope of the scheduled communication activities (Weekly Conference Call or Monthly Status Report).
    b. This activity can be initiated by STACS DNA or CVAD.

Product Documentation

The Technical Writer will update the Product Documentation to include any customization work performed for CVAD.

The Product Documentation will be available five days prior to the CVAD Policy Center user training session.

Risk Management

Risk Description

A risk is an uncertain event or condition that, if it occurs, may have a positive or negative impact on the project.

The STACS DNA Project Manager will be responsible for developing a Risk Plan and continuously monitoring the risk assessments.

Risk Plan

The STACS DNA Project Manager will create a risk management plan and process for the project in accordance with CVAD' methodology (as required). The plan will be submitted to CVAD for approval within twenty (20) business days after contract award. Once both parties have agreed to the format of the plan, it will become the standard to follow for the duration of the contract.

The plan will ensure that the information pertaining to the elements below are maintained and monitored:

- Risk description
- Risk priority which will be set by both STACS DNA and CVAD
- Definition of the mitigation strategies for each identified risk
- Risk monitoring for maintaining risk status information

The risk management process will ensure that each identified risk is assessed periodically with CVAD and that all risk related information is updated accordingly.

STACS DNA will ensure that all risks for each phase of the project are identified and documented and we will be responsible for the mitigation and elimination of all risks assigned to us. Similarly, CVAD will be responsible for the mitigation and elimination of all risks assigned to them.

The risk management plan will be updated in accordance with an agreed upon schedule by the CVAD and STACS DNA project managers.

STACS DNA proposes that all documentation related to risks be maintained using our Axosoft management platform.

Risk Priority

Risks will be classified based on the probability and consequence of occurrence. Probability and consequence will be ranked as High, Medium and Low.

The Project Manager will establish 3x3 risk matrix to summarize the identified risks, as shown in Table H.

Table H: Risk Matrix

		Probability		
Consequence		High	Medium	Low
	High			
	Medium			
	Low			

Risk Contingency and Mitigation

The Project Manager will create detailed contingency plans for risks with a High-High or High-Medium rating. These contingency plans will detail recovery tasks necessary to quickly get the project back on track. Risks and contingency plans will be discussed with the Project Team on a weekly basis. Where possible, mitigation will be used to reduce the risk level.

Risks with a Medium-Medium or a High-Low rating will require high level contingency plans to ensure viability of recovery.

Risks with Medium-Low or Low-Low ratings will be monitored for change in status.

Issues Management

An issue or incident is an identified event that if not addressed may affect schedule, scope, quality, or budget.

STACS DNA maintains issue logs for all its projects via its Axosoft management platform and its corresponding Customer Portal.

While all issues are readily available to all stakeholders via the Customer Portal, the STACS DNA Project Manager will communicate all active issues to the CVAD Project Manager on an agreed-upon schedule, with email notifications and updates.

The issue log is updated by STACS DNA and contains the following minimum elements:

- Description of issue
- Issue identification date
- Responsibility for resolving issue
- Priority for issue resolution (to be mutually agreed upon by STACS DNA and CVAD)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

Note that additional fields can be easily added to the issue log if required.

The entire lifecycle of an issue can also be tracked using configurable workflows thus providing all stakeholders with real-time status information about all active issues.

The proposed escalation levels for issues are as follows, but can be modified on an agreed-upon set of values:

- Level 1 – Project Leads
- Level 2 – Project Managers
- Level 3 – Project Authority

Project Closeout

The Project Closeout definition will be agreed between the STACS DNA and CVAD Project Managers during early project coordination meetings.

Once the system has been accepted by CVAD (Task ID 37 "1.6.2.4 System acceptance deliverable" of the “Detailed List of Project Activities”), the Track-Kit project is expected to enter the Support and Maintenance mode.

Post-Implementation Ongoing Support

Track-Kit will be available 24/7/365 (except during scheduled system maintenance) 99.9% of the time.

STACS DNA will provide technical support in accordance with the support option that will be selected by CVAD to assist all system users.

As part of its ongoing support and maintenance program, STACS DNA will provide bug fixes to correct any defects found in Track-Kit based upon the baseline solution specification. Track-Kit software updates will be released to production within a commercially reasonable period of time taking into account the priority level of the reported issues.

Appendix H – Service Level Agreement and Technical Support

Definitions

For the purpose of this Appendix H:

1. "**Authorized Users**" means the individuals employed by or acting for Client who have been identified by Client as being authorized users of the Track-Kit System and given a password to access the Track-Kit Services pursuant to this Agreement.
2. "**Data**" means any information or data entered by Authorized Users into the Track-Kit System or collected by the Track-Kit System from Client's Authorized Users.
3. "**Site**" means the server(s) located in the United States.
4. "**Software**" means any proprietary or third party software being part of the Track-Kit System.
5. "**Track-Kit Services**" means the functionality and data collecting and processing services provided by STACS DNA through the Site, consisting of a sexual assault kit and inventory tracking management system, commercially known as Track-Kit.
6. "**Track-Kit System**" means the system hosted by or for the benefit of STACS DNA utilizing proprietary and third party software and hardware to provide the Track-Kit Services, including any infrastructure of a third party to provide the STACS DNA Services such as servers and premises owned by such third party.

Services Levels and Severity Levels

This section sets out service levels and severity levels for the Track-Kit Services provided by STACS DNA to Client. STACS DNA does not represent or warrant that the said service levels and severity levels will be complied with at all times. They are provided for the sole purpose of communicating to Client the targets that STACS DNA will try, using commercially reasonable efforts, to attain and maintain.

Track-Kit Services Availability

The Track-Kit Services will be available 7 days per week by 24 hours per day for 99.9% of the time, excluding pre-announced planned outages where a planned outage is a time period when the Track-Kit Services may be unavailable in order to allow STACS DNA to conduct scheduled maintenance scheduled. It is anticipated that planned outages, when necessary, will generally be scheduled during the early morning hours on weekends.

Response Time

STACS DNA will respond to and correct Track-Kit Services errors in accordance with the following:

Request Type	Description	Response Time Requirement	Resolution Time Requirement
Critical Service Error	Issue impacting entire system or single critical production function. System down or operating in a degraded state. Widespread access interruptions.	One (1) Hour	Four (4) Hours
High Service Error	Primary component failure that impairs performance. Data entry or access is materially impaired on a limited basis.	One (1) Hour	Four (4) Hours
Medium Service Error	Hosted Service is operating with minor issues that can be addressed with a work-around.	Three (3) Hours	Two (2) Business Days
Low Service Error	Request for assistance, information, or services that are routine in nature.	Three (3) Hours	Five (5) Business Days

Technical Support

STACS DNA will provide multi-channel support (online chat, phone, and online ticketing) to Track-Kit users statewide as defined under section **Support Hours** below.

All enquiries submitted by Track-Kit users will be forwarded to STACS DNA for initial triage.

Any and all technical-related questions will be handled by STACS DNA and will be addressed as per the following Support Levels.

Support Levels

Level 1 Support:

Level 1 support denotes basic level technical support functions handling straightforward commonly encountered problems. Typically this will include (but is not be limited to) resolving username and password problems, verification of proper hardware and software set up, and assistance with navigating around application menus.

Level 2 Support:

Level 2 support denotes more in-depth technical support level than Level 1 and therefore requires more experienced and knowledgeable technical resources as this level typically requires more advanced technical troubleshooting and analysis methods.

Level 2 support resources will be responsible for investigating elevated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues. Part of this process will be for the STACS DNA resource to review what has already been accomplished by the Level 1 help desk support resource and how long the Level 1 Support resource has been working with the end user that originally contacted the help desk in order to adequately set work priorities.

Level 3 Support:

Level 3 Support denotes the highest level of support in this three-tiered technical support model. Level 3 resources will be responsible for handling the most difficult or advanced problems.

STACS DNA experts will be responsible for assisting both Level 1 and Level 2 resources. Level 3 resources will have the same responsibility as Level 2 resources in reviewing the support work already performed in order to adequately set work priorities.

The Client (Policy Center) will only be required to address policy-related (non-technical) questions submitted to STACS DNA by Track-Kit users.

Support Hours

STACS DNA will provide tier-1, tier-2 and tier-3 multi-channel support (online chat, phone, and online ticketing) to Track-Kit users statewide in accordance with the support option selected by the client as follows:

Option 1: 8:00 a.m. to 5:00 p.m. (CST/CDT) Monday-Friday
Option 2: 6:00 a.m. to 9:00 p.m. (CST/CDT) Monday-Friday
Option 3: 6:00 a.m. to 9:00 p.m. (CST/CDT) 365 days a year
Option 4: 24 hours a day by 365 days a year